



Arkansas Public Service Commission

1996 Annual Report

1996 ANNUAL REPORT

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Section 1. Introduction

The Arkansas Public Service Commission

 The Arkansas Public Service Commission (Commission) regulates public utilities which provide electric, gas, telecommunications, water and sewer services to Arkansas consumers. These utilities generate annual revenues in Arkansas exceeding \$5.1 billion, of which \$3.3 billion are jurisdictional revenues. To finance its regulatory operations, the Commission is authorized to levy and collect an annual fee based proportionally on the gross earnings of each utility.

The General Assembly created the Commission and delegated to it the power to regulate the services and rates of those utilities subject to its jurisdiction. The Commission's primary responsibilities are to ensure that service is safe and adequate and that rates are just and reasonable. In general, the Commission is charged with the duty of ensuring that a public utility charges a rate that will give it a fair return on invested capital and ensuring that the consumer does not pay more than necessary to produce a fair return to the utility for its service.

The Commission's current delegation of legislative authority over utilities is the product of legislative evolution. At this time, the Commission has general supervisory authority over electric, gas, telecommunications, water and sewer services which are provided to the public for compensation. At various points in time, the Commission's authority to regulate these utility services has been expanded and reduced. Currently, the Commission does not have regulatory authority over municipally-owned or operated utilities. Additionally, the Commission has limited jurisdiction over small water and sewer utilities. More specifically, small water and sewer utilities are not subject to Commission jurisdiction unless either the customers of the utility or the utility petition the Commission to exercise its regulatory jurisdiction over that utility. With respect to cellular telecommunications, the Commission does not regulate the price or services of such providers unless the Commission, after notice and hearing and upon substantial evidence, should determine to do so.

Section 2. Agency Organization

A. POSITION SUMMARY

The Arkansas Public Service Commission consists of three Commissioners appointed by the Governor for overlapping six-year terms. The agency also has 173 regular staff positions divided into three Divisions: The Utilities Division, the Assessment Coordination Division, and the Tax Division.

The Commissioners have oversight responsibility for all three Divisions, but spend a majority of their time dealing with utility issues. This report will be limited to a discussion of Utilities Division Activities. The Tax and Assessment Coordination Divisions submit separate Annual Reports.

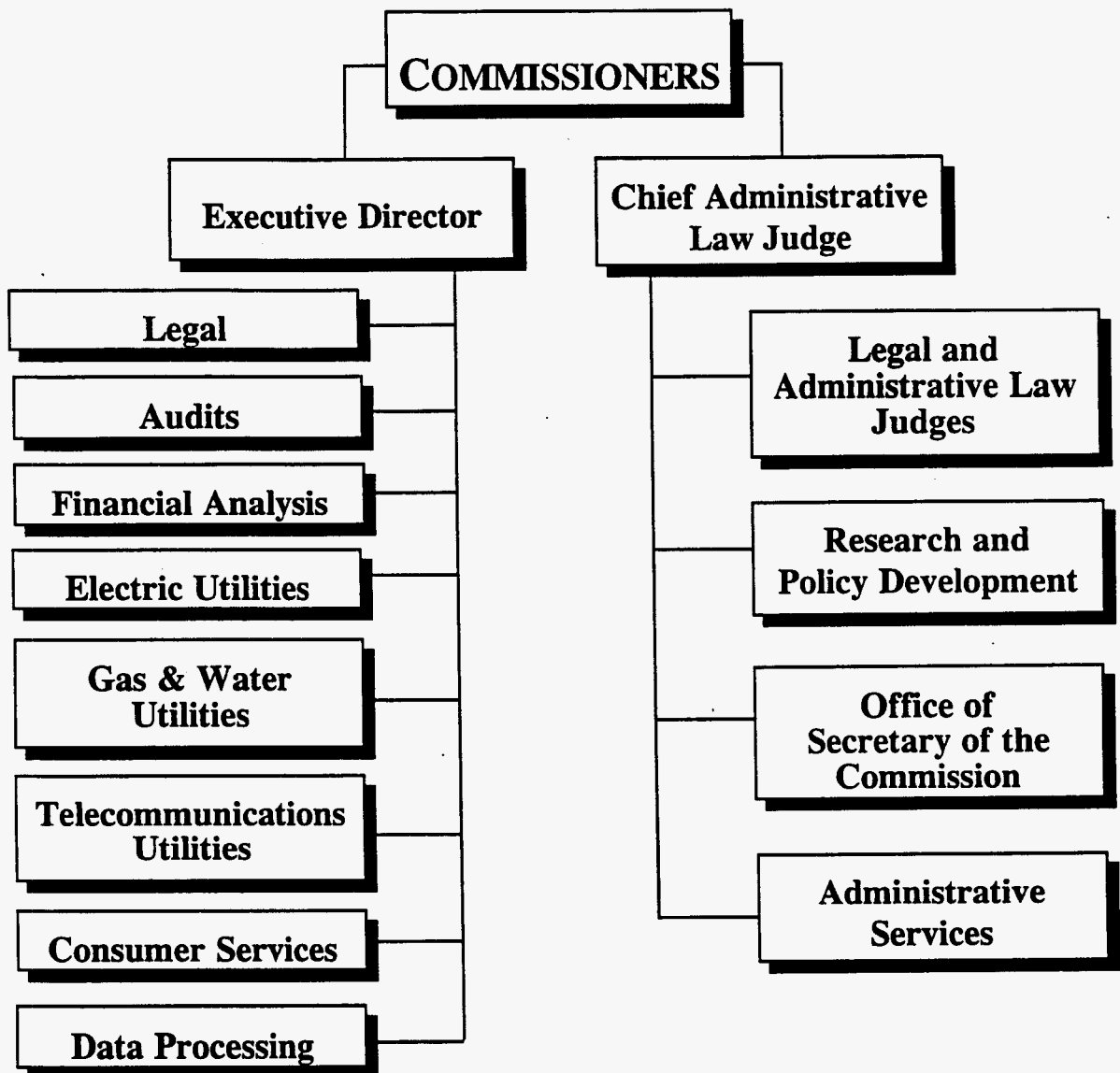
The Utilities Division, including our federally reimbursed Pipeline Safety Program, has 117 authorized regular positions. This total includes the Commissioners and their immediate staff, which encompasses their Legal Section, Research and Policy Development Section, Administrative Services Section, and the Office of the Secretary of the Commission; the PSC Director; and the eight General Staff Sections. Both a list of all Sections with their assigned positions and an organizational chart follow:

Organizational Component	Number of Positions
Commissioners	3
Commissioners' Staff	
Legal and Administrative Law Judges	6
Research and Policy Development	11
Administrative Services	8
Secretary of the Commission	4
Support Staff	5
PSC General Staff	
PSC Director's Office	3
Gas & Water Utilities	11
Electric Utilities	9
Telecommunications Utilities	9
Audits	14
Financial Analysis	9
Legal	12
Consumer Services	7
Data Processing	6
TOTAL	117

Section 2. Agency Organization

B. ORGANIZATIONAL CHART


Arkansas Public Service Commission Utilities Division



Section 2. Agency Organization

C. SECTION RESPONSIBILITIES

COMMISSIONERS

 The Commissioners function as a quasi-legislative body, with quasi-judicial authority. In that capacity, they render decisions and develop orders for implementing those decisions. The decisions cover a wide spectrum of issues including policy matters, rates, tariffs, territory allocations, utility plant construction sitings, bond issues, assessment protests in opposition to Tax Division determinations, and equalization of property tax assessments by local Equalization Boards.

The Commissioners' Staff, under the direction of the Chief Administrative Law Judge, is comprised of four Sections: 1) the Administrative Law Judges and the Legal Section; 2) the Research and Policy Development Section; 3) the Office of the Secretary of the Commission; and, 4) the Administrative Services Section. Responsibilities of each Section are described below.

Administrative Law Judges and Legal Section. This Section is comprised of Administrative Law Judges and attorneys. The Administrative Law Judges render decisions and develop orders in dockets delegated to them by order of the Commission. Attorneys in this Section also advise and represent the Commission on various state and federal legal matters.

Research and Policy Development Section. This Section, under the supervision of the Director of Research and Policy Development, is the technical arm of the Commissioners' Staff, with personnel specializing in the telecommunications, electric, and natural gas industries, as well as in economic and accounting matters. This Section is responsible for filings before federal agencies, developing regulatory policy recommendations for the Commission, and providing technical advice to the Commissioners on matters before the Commission.

Office of the Secretary of the Commission. All documents filed before the Commission and all orders issued by the Commission are processed by this Office. Official Commission records such as docket files, tariffs, and annual reports are also maintained in

Section 2. Agency Organization

this area. This Office supplies the general public and utility representatives with any requested information regarding utility regulation.

Administrative Services Section. Staff members assigned to the Administrative Services Section provide administrative support for the Utilities Division. This Section is comprised of two units - the Fiscal/Personnel Office and the Mail/Supply/Copy Center.

Fiscal/Personnel staff members prepare initial budgets; handle purchasing, accounting, inventory control and payroll; assist in developing assessments for the PSC's operating budget; and assist with the Federal Department of Transportation Pipeline Safety Grant. Maintaining personnel records, screening and processing job applicants, conducting new employee orientation, and coordinating employee training and management classes are other functions performed by the Fiscal/Personnel Office.

The Mail/Supply/Copy Center handles internal mail distribution, photocopying, and maintenance of the agency vehicle fleet.

GENERAL STAFF

Office of the Director. The PSC Director is responsible for the overall management of the General Staff of the Utilities Division. Staff members in the Utilities Division perform a wide variety of responsibilities which are accomplished through the eight Sections described below. In addition, staff members assigned to the Director's area administer the Docket Tracking System, produce annual reports, and develop publications and presentations for a variety of education and outreach activities.

Telecommunications Section. The Telecommunications Section is responsible for industry specific rate, financial, quality of service, and accounting matters. Staff members constantly interact with numerous local exchange companies, interexchange carriers, wireless carriers, and the public. That interaction is necessary to be responsive to the rapid changes in the industry, the introduction of new services, the effects of federal regulatory actions and the questions and service problems of the public. This Section also conducts an ongoing evaluation of the quality of service provided by the local exchange companies in Arkansas. That evaluation measures the companies' performance against the Commission's *Special Rules-Telecommunications* and is administered to ensure that each company is evaluated at least once every two years.

Section 2. Agency Organization

Natural Gas and Water Section. The Natural Gas and Water Section has two distinct functions. Natural Gas and Water staff members primarily focus on financial and rate matters concerning natural gas, water and sewer utilities. They must understand and evaluate the complex rate structures and the earning requirements of the three water, one sewer, and five natural gas utilities currently under the Commission's jurisdiction.

This Section also contains the Gas Pipeline Safety Unit. The role of the Gas Pipeline Safety Unit's members is to ensure that natural gas operators are in compliance with the *Arkansas Gas Pipeline Safety Code*. Compliance is determined through periodic inspections of safety, corrosion, and leakage control which are performed on 23 intra-state natural gas operators and 258 operators covering 431 master-metered gas systems.

Electric Section. The Electric Section monitors the activities, operations, costs, and earnings of the four investor-owned and eighteen cooperative electric utilities under the Commission's jurisdiction. Section responsibilities cover all aspects of utility regulation and include determination of revenue requirement; rate design, accounting and finance; transmission line siting; and, engineering. Each member of the Section identifies issues, analyzes the impact of those issues on the utility and the ratepayer, and develops and presents expert testimony before the Commission. Members of this Section perform special project analyses, conduct general and special issue audits and investigations, and provide technical evaluations relating to consumer complaints. They also make periodic inspections of electric utility facilities and procedures to ensure compliance with Commission rules and standards.

Legal Section. Attorneys on the General Staff perform a dual function at the Commission. They represent the Staff in proceedings before the Commission and represent the Commission in matters and proceedings outside the Commission, such as appellate cases and appearances before federal regulatory commissions. Additionally, Legal Section attorneys act as Commission hearing officers in certain designated dockets.

Financial Analysis Section. The Financial Analysis Section develops or assists the Utility Industry Sections in the development of Staff's position on various regulatory issues, conducts focused investigations as directed, evaluates depreciation rates and capital recovery issues, and performs various financial and economic analyses to assess the required rate of return and other financing issues for jurisdictional utilities. Responsibilities include presenting recommendations to the Commission through pre-filed

Section 2. Agency Organization

expert testimony and by presenting positions through oral testimony and cross-examinations during public hearings.

Audits Section. The Audits Section participates in all rate case proceedings. Section staff members conduct extensive reviews, audits, and analyses of rate case applications; conduct ongoing reviews of the earnings levels of public utilities; evaluate transactions between regulated utility companies and their affiliates; and, conduct compliance audits on an ongoing basis.

Consumer Services Section. The Consumer Services Section handles customer questions and complaints about the rates and service of regulated utilities. Staff members review all complaints for compliance with PSC rules and approved utility tariffs and act as liaisons with utilities in resolving those complaints. This Section also provides educational brochures, materials, and group presentations.

Another responsibility of the Consumer Services Section is customer service audits of jurisdictional utility companies. The audits consist of a thorough review of utility policies and procedures. The objective is the identification of opportunities for improvements and recommendations are often made to ensure compliance with Commission Rules.

Data Processing Section. Data Processing staff members maintain computer hardware and software for rate cases, provide administrative and research support, and handle general office automation. New application development, adaptation of data and systems from other computer facilities, and training are other responsibilities assigned to this area. Currently, a Data General MV/9800 computer and desktop microcomputers are used to handle in-house data and word processing. Portable microcomputers are provided for field audits.

Section 3. 1996 Activity Summary

1996 Activity Summary

	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sep.	Oct.	Nov.	Dec.	Total
New Dockets	30	32	35	37	49	30	35	31	51	49	40	37	456
Filings	486	411	392	394	466	380	455	339	466	488	451	493	5,221
Hearings	2	1	1	2	0	0	4	3	1	6	4	4	28
Hearing Days	2	1	1	2	0	0	4	3	1	6	4	6	30

Summary Schedule of Orders Issued in 1996

Order	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sep.	Oct.	Nov.	Dec.	Total
Electric	25	18	22	10	26	17	26	13	12	28	20	15	232
Gas	7	6	10	3	9	7	7	8	19	5	11	4	96
Telephone	107	69	65	90	115	75	91	71	102	80	89	101	1,055
Water	3	0	1	0	1	1	1	0	0	1	0	1	9
Sewer	0	1	0	1	0	0	0	0	0	0	0	0	2
Others	1	0	0	0	0	0	1	0	0	0	0	0	2
Total	143	94	98	104	151	100	126	92	133	114	120	121	1,396

Total Orders Issued For This Period: 1,396

Section 4. Jurisdictional Utilities

During 1996, the Commission carried out its statutory obligation to review and regulate the rates and practices of utility companies. The utilities under the Commission's jurisdiction in 1996 are listed below:

Investor-Owned Electric Utilities	4
Electric Cooperatives	18
Investor-Owned Gas Utilities	5
Natural Gas Operators	17
Water Utilities	3
Sewer Utilities	1
Telecommunications Utilities	30
Competitive Interexchange Carriers, Resellers and Cellular Providers	302
TOTAL	380

Investor-Owned Electric Utilities

Empire District Electric Company, (The)
Entergy Arkansas, Inc. (formerly AP&L)

Oklahoma Gas and Electric Company
Southwestern Electric Power Company

Electric Cooperatives

Arkansas Electric Cooperative Corporation
Arkansas Valley Electric Cooperative
Corporation
Ashley-Chicot Electric Cooperative, Inc.
C & L Electric Cooperative Corporation
Carroll Electric Cooperative Corporation
Clay County Electric Cooperative Corporation
Craighead Electric Cooperative Corporation
Farmers Electric Cooperative Corporation
First Electric Cooperative Corporation
Mississippi County Electric Cooperative, Inc.
North Arkansas Electric Cooperative, Inc.
Ouachita Electric Cooperative Corporation
Ozarks Electric Cooperative Corporation

Petit Jean Electric Cooperative Corporation
Rich Mountain Electric Cooperative, Inc.
South Central Arkansas Electric
Cooperative, Inc.
Southwest Arkansas Electric Cooperative
Corporation
Woodruff Electric Cooperative Corporation

Section 4. Jurisdictional Utilities

Investor-Owned Gas Utilities

Arkla, a Division of NorAm Energy
Corporation
Arkansas Oklahoma Gas Corporation
Arkansas Western Gas Company and its
Division, Associated Natural Gas Company

NOARK Pipeline System, Ltd. Partnership
Union Gas Company of Arkansas, Inc. (The)

Natural Gas Operators

Albemarle Corporation
Augusta City Light, Water and Gas
Buttonwood Petroleum, Inc.
Des Ark Municipal Gas Company
DeValls Bluff Natural Gas System
Great Lakes Chemical Corporation
Harrisburg Water and Gas Division
Hazen Natural Gas Company
Indian Nation Gathering, Inc.

J-W Pipeline Company
LKL Pipeline
MKP Production Company
Natural Gas Pipeline Company of America
NorAm Gas Transmission Company
North Crossett Gas & Water Company
Petro-Chem Operating Company, Inc.
Warren Arkansas Gathering, Inc.

Water Utilities

Riviera Utilities of Arkansas, Inc.
Shumaker Public Service Corporation.

United Water Arkansas

Sewer Utilities

Central Arkansas Sewer Systems, Inc.

Telecommunications Utilities Local Exchange Carriers

ALLTEL Arkansas, Inc.
Arkansas Telephone Company, Inc.
Central Arkansas Telephone Cooperative, Inc.
Century Telephone of Arkansas, Inc.
Century Telephone of Mountain Home, Inc.

Century Telephone of Northwest Louisiana, Inc.
Century Telephone of Redfield, Inc.
Century Telephone of South Arkansas, Inc.
Cleveland County Telephone Company, Inc.
Decatur Telephone Company, Inc.

Section 4. Jurisdictional Utilities

E. Ritter Telephone Company
GTE Arkansas, Inc.
GTE Midwest, Inc.
GTE Southwest, Inc.
Lavaca Telephone Company, Inc.
Madison County Telephone Company, Inc.
Magazine Telephone Company, Inc.
Mountain View Telephone Company
Northern Arkansas Telephone Company, Inc.
Ozark Telephone Company of Missouri
Prairie Grove Telephone Company

Rice Belt Telephone Company, Inc.
Scott County Telephone Company, Inc.
South Arkansas Telephone Company, Inc.
Southwest Arkansas Telephone
Cooperative, Inc.
Southwestern Bell Telephone Company
Tri-County Telephone Company, Inc.
Walnut Hill Telephone Company
Yelcot Telephone Company, Inc.
Yell County Telephone Company

Interexchange Carriers, Operator Services, Private Pay Telephone, Wireless, and Competitive Access Providers

ACC National Long Distance Corp.
ATS Network Communications, Inc.
A South Pay Phones
AT & T Communications of the Southwest, Inc.
Advanced Telecommunication Network, Inc.
Affinity Corporation, Inc.
Affinity Network, Inc.
All American Telephone
Allnet Communication Services, Inc.
Alltel Long Distance, Inc.
ALLTEL Mobile Communications, Inc.
Includes:
ALLTEL Cellular Associates of
Arkansas., Inc.
ALLTEL Central Arkansas Cellular LP
Fayetteville MSA Limited Partnership
Fort Smith MSA Limited Partnership
Northwest Arkansas Limited Partnership
Arkansas RSA #1
RSA #2 Searcy County
Alternate Communications Technology, Inc.
American Business Alliance, Inc.
American Communications Services of Little
Rock, Inc.
American Express Telecom, Inc.

American International Telephone, Inc.
American Telco, Inc. dba ATI
American Telecommunications Enterprise, Inc.
American Telesource International, Inc.
American Teletronics Long Distance, Inc.
America's Tele-Network Corp.
Americconnect, Inc.
Amer-I-Net Service Corp.
Ameritech Communications International
Ameritech Pay-phone Services, Inc.
Ameritel Pay Phones, Inc.
AmeriVision Communications, Inc.
Annex, Inc.
Amtel Communications, Inc.
Anchor Communications Corp.
Arkansas Com-Tech Services
ARKLA, A Division of NORAM Energy
Corp. dba ARKLA Long Distance Service
Associated Business Telephone Systems Corp.
dba Hotel Digital Network & Intelnet
AtCall, Inc.
Athena International, LLC
Atlas Communications, LTD
Automated Communications, Inc.
Bel-Save, Inc.

Section 4. Jurisdictional Utilities

Interexchange Carriers, Operator Services, Private Pay Telephone, Wireless, and Competitive Access Providers (Continued)

Bellsouth Long Distance, Inc.
BLT Technologies, Inc.
Brittan Communications International, Inc.
Brooks Fiber Communications of Ark., Inc.
Budget Call Long Distance
Business Discount Plan, Inc.
Business Options, Inc.
Business Telecom, Inc.
CFW Communications Services, Inc.
Cable & Wireless Communications, Inc.
Calls For Less, Inc. dba CFL
Caprock Communications Corp.
Caribbean Telephone & Telegraph, Inc.
CASCO Pay Phones
Centercom Ark Limited Partnership
Century Cellunet includes:
 Arkansas RSA #12 Cellular Limited Partnership
 Minnesota RSA #6, Inc.
 North Arkansas Cellular Limited Partnership
 Southwest Arkansas Cellular Limited Partnership
 Texarkana, Inc.
Central Pay Phone Services, Inc.
Century Telecommunications, Inc.
Chatterbox
Cherry Communications, Inc.
Citizens Telecommunications Co.
Coast International, Inc.
Coastal Telecom Limited Company
Colorado River Communications Corp.
ComData Telecommunications Services, Inc.
Common Concerns, Inc.
Commonwealth Long Distance Company
Communications Cable-Laying Co., Inc.
Communications Central of Georgia, Inc.
Communigroup, Inc. of Arkansas
Communigroup of K.C., Inc. dba CGI
Computer Telephone Corp.
COM-TECH Resources, Inc.
Connect America Communications, Inc.
Conetco Corp. dba Communications Network Corp.
ConQuest Operator Services Corp.
Consolidated Communications Telcom Services, Inc.
Corporate Services Telcom, Inc.
DDD Calling, Inc.
Davel Communications Group, Inc.
Deltacom, Inc.
DeltaTel, Inc.
Dewey Pruitt
Dial and Save of Arkansas, Inc.
Digital Network Services, Inc.
Discount Network Services, Inc.
Eastern Telecommunications, Inc.
Easton Telecom Services, Inc.
Econophone, Inc.
Equal Net Communications, Inc.
Excel Telecommunications, Inc.
Executone Information Systems, Inc.
Federal Transtel, Inc.
First Data Corp.
Florida Network USA, Inc.
Frank Robbins dba Public-Tel
Frontier Communications International, Inc.
Frontier Communications of the West, Inc.
Furst Group, Inc.
GE Capital Communications Services Corp. dba GE Exchange
GTE Card Services, Inc.
GTE Telecommunications Services, Inc.

Section 4. Jurisdictional Utilities

Interexchange Carriers, Operator Services, Private Pay Telephone, Wireless, and Competitive Access Providers (Continued)

GTE Mobilnet Sales Corp.

Includes:

Fayetteville

Fort Smith

Pine Bluff

Texarkana

GTI Telecom, Inc.

GTN Corp. dba Global Telecom Network

Gary Crook

Gateway Technologies, Inc.

Global Tel-link Corp.

Global TeleMedia International, Inc.

Great Lakes Telecommunications Corporation

dba Telcom Advantage, a GLTC Company

dba 800 Advantage, a GLTC Company

dba Small Business Group

HLC - Internet, Inc.

Hedges & Associates, Inc. dba Dial US

Heartline Communications, Inc.

Hertz Technologies, Inc.

Hi Plains NTS Communications

Hi Rim Communications, Inc.

Home Owners Long Distance

Home Owners Long Distance, Inc. dba Intelcom

Hospitality Communications Corp.

Host Network, Inc.

IDB WorldCom Services, Inc., a Subsidiary
of LDDS

IDT America Corporation

IXC Long Distance, Inc.

Idealdial Corp.

Inacom Communications, Inc.

Independent Network Services Corp.

INFO-TEL, Inc.

Inmate Communications Corp.

Innovative Telecom Corp.

Integrated Teletechnologies, Inc. dba Itelecom

Intellicom International Corp.

Intellicom Solutions, Inc.

International Telecom Ltd.

International Telecommunications Corp.

dba ITC

International Telecommunications Exchange
Corp.

International Telemanagement Group, Inc.

Invision Telecom, Inc.

J.C. Rogers Private Pay Telephone Services

J.D. Services, Inc. dba American Freedom
Network

James E. Bennett

Jessie Parker dba Private Pay Telephone Service

Key Communications Management, Inc. dba
Discount Plus

LCI International, Inc.

LCI International Telecommunications Corp.

L.D. Services, Inc.

LDC Telecommunications, Inc.

LDCC, Inc.

LDD, Inc.

LDDS dba LDDS Metromedia

LDM Systems, Inc.

Least Cost Routing, Inc.

Least Cost Routing dba Long Distance Charges

LecNet, Inc.

Little Rock Cellular Partnership

Long Distance Consolidated Billing Company

Long Distance Direct Holdings, Inc.

Long Distance Network, Inc.

Long Distance Savers, Inc.

Long Distance Services, Inc.

Long Distance Wholesale Club

Lubbock Radio Paging Service, Inc. dba
Stenocall

MCI Telecommunications Corp.

MFS Intelenet of Arkansas, Inc.

MTC Telemanagement Corp.

Section 4. Jurisdictional Utilities

Interexchange Carriers, Operator Services, Private Pay Telephone, Wireless, and Competitive Access Providers (Continued)

MannaCom Telecommunications, Inc.	Pantel Communications, Inc.
Matrix Telecommunications	Parcel Consultant, Inc.
McCaw Communications, Inc.	Pay Telephone America, Ltd.
Memphis Cellular Telephone Company	Paytel Corp.
Memphis SMSA Limited Partnership	Pennsylvania Alternative Communications, Inc.
Meridan Telecom Corporation	Peoples Telephone Company, Inc.
MetroLink Communications, Inc.	Petracom Corporation
Mid-Com Communications, Inc.	Phoenix Network, Inc.
Midwest Fibernet, Inc.	Phone Calls, Inc.
Mike Kinder dba Arkansas Pay Telephone, Inc.	Phonetime
Motorola Cellular Service, Inc.	Pine Bluff Cellular, Inc.
NOS Communications, Inc.	Polar Communications, Corp.
National Accounts, Inc.	Preferred Carrier Services, Inc.
National Telephone & Communications, Inc.	Preferred Telecom, Inc.
Netel, Inc.	Premiere Communications, Inc.
Network Long Distance, Inc.	Prime Communications
Network Operator Services, Inc.	Primus Telecommunications, Inc.
Network Plus, Inc.	Professional Communications Management
Network Services Group, Inc.	QAI, Inc.
Network Services, Inc.	Quest Communications Corp., CO
Norstan Network Services, Inc.	Quest Communications Corp., KS
North American Communications of Arkansas, Inc.	Qwest Telecommunications, Inc.
North American Intelcom, Inc.	RRV Enterprises, Inc. dba Consumer Access
North American Telephone Network, LLC	Reliable Communication
Northern Arkansas Cellular, Inc.	Robert CeFail & Associates
Northwest Arkansas RSA LP	SNET America, Inc.
Nosva, Limited Partnership	SVV Sales, Inc. dba Arcada Communication
One Call Communications, Inc. dba Opticom	Shared Communications Services
Operator Communications, Inc.	Smartalk Teleservices, Inc.
111 Center Street Limited Partnership	SmarTel Communications, Inc.
One to One Communications, Inc.	Snider Communications Corp.
Operator Service Company	Southwest Long Distance Network, Inc.
Overlook Communications International Corp.	Sprint Communications Company L.P.
OPTEX, Inc.	Starlink Communications, LLC
PNG Telecommunications	TCA Long Distance, Inc.
PSP Marketing Group, Inc.	TLX Communications, Inc.
	TTI National, Inc.
	TW Communications, Inc. dba TWC

Section 4. Jurisdictional Utilities

Interexchange Carriers, Operator Services, Private Pay Telephone, Wireless, and Competitive Access Providers (Continued)

T.W.R. Cellular, Inc.	U.S. Long Distance, Inc.
Telcam, Telecommunications Company of the Americas, Inc.	U.S. Osiris Corporation
Talcom, Inc.	U. S. Wats, Inc.
Telec, Inc.	U.S.A. Global Link, Inc.
Telecommunications Services Center, Inc.	Unidial, Inc.
Telecare, Inc.	United Telecom of America, Inc.
Teleconnect Long Distance	United WATS, Inc.
Teledeb Communications	Universal Telecom, Inc.
Teledebit, L. P.	USTEL, Inc.
Telegroup, Inc.	VIP Telephone Network, Inc
Teleleasing Enterprises, Inc.	Value-Added Communications, Inc.
Telematic Corp.	Value Tel, Inc.
Telenational Communications LP	VarTec Telecom, Inc.
Tel-Save, Inc.	Voice Telephone Co.
Teletrust Communications Services, Inc.	Voyager Network, Inc.
Telscape USA, Inc.	Walnut Hill Cellular Telephone Company
Texarkana Cellular Partnership	WATS/800, Inc.
The Phonco, Inc.	West Coast Telecommunications, Inc.
T-NETIX, Inc.	dba World Call Telecommunications
Total Communication Services, Inc.	Westel, Inc.
TotalTel, USA Communications, Inc.	William Cato dba A & S Communications
Total National Telecommunications, Inc.	Winstar Gateway Network, Inc.
dba Total World Telecom	WirelessCo, L.P.
Total World Telecommunications, Inc.	Westinghouse Electric Corp. dba Westinghouse Communications
dba Total World Telec	Working Assets Funding Service, Inc.
Touch 1 Communications, Inc.	WorldCom
Touch 1 Long Distance, Inc.	WorldCom Network Services, Inc. dba LDDS
Touchtone Network, Inc.	WorldCom Network Services, Inc.
Transcommunications, Inc.	dba Wiltel Network Services
Trans National Communications, Inc. dba Members Long Distance Advantage	Worldtel Services, Inc.
Trescom, USA, Inc.	World Wide Communications, Inc.
Tri County Long Distance, Inc.	XIEX Telecommunication
USX Consultants, Inc.	XTRACOM, Inc.
U. S. Communications, Inc.	Zane Vermillion
dba NTS Communications	Zenex Long Distance, Inc.
U.S. Digital Network Limited Partnership	

Section 5. Gas Industry Summary

A. Highlights

■ In 1995, Arkla, the State's largest local distribution company (LDC), filed its proposed gas purchasing plan. A large amount of Staff time and resources have been devoted to this important docket. During 1996, a joint stipulation was filed in this docket which, if accepted by the Commission, would settle the issues raised in the docket.

Staff's investigation of the joint application filed by Arkla and Arkansas' smallest distribution company, Louisiana-Nevada Transit Company (LNT), continued into 1996. The joint application, filed in 1995, requested that the Commission approve Arkla's purchase all of LNT's Arkansas distribution facilities. Staff filed written testimony recommending that the joint application be approved. The Commission approved the joint application.

Arkla also requested approval during 1996 to construct, operate and maintain a new natural gas pipeline. Staff filed written testimony recommending that the Commission grant the requested approval. The Commission approved Arkla's application.

The State's second largest LDC, Arkansas Western Gas Company (AWG), filed an application in 1996 requesting a rate increase. A substantial amount of Staff time was expended by Staff in its field audit and in preparing its written testimony. AWG, Staff, the Office of the Attorney General, and an Intervenor reached a joint stipulation which was approved by the Commission.

AWG also requested approval to construct, operate and maintain a new natural gas pipeline. Staff filed written testimony recommending that the Commission grant the requested approval. The Commission approved AWG's request.

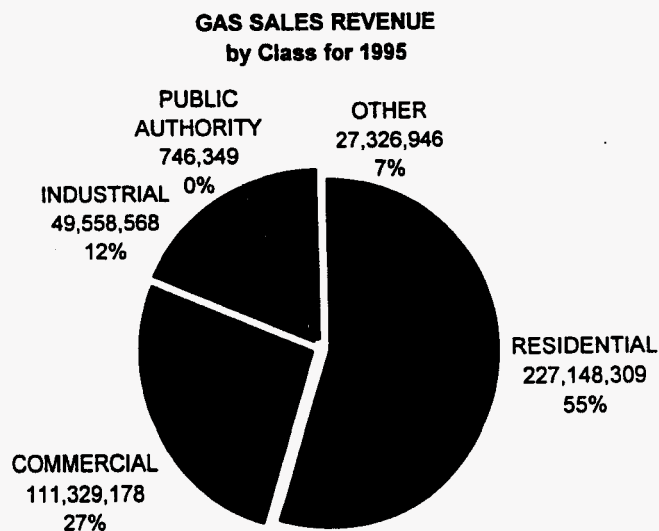
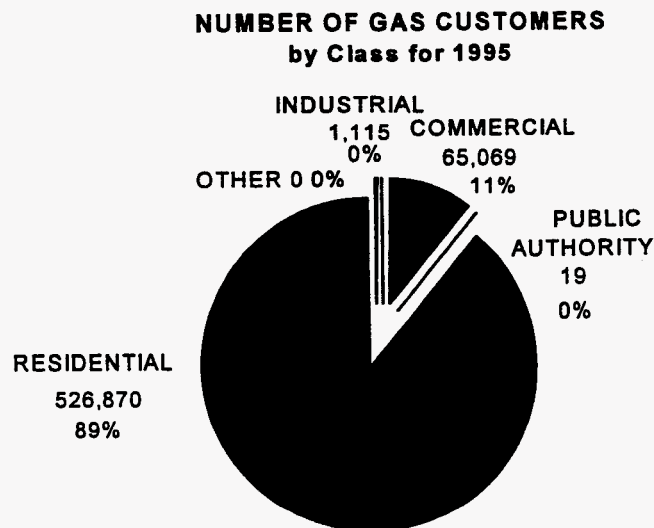
During 1996, Arkansas Oklahoma Gas Corporation (AOG), the State's third largest LDC, filed an application requesting a rate increase. As the year ended, Staff was in the process of completing its investigation of AOG's rate request.

The Gas & Water Section was assigned 12 new cases in 1996 in addition to the 8 cases being handled at the end of 1995.

Section 5. Gas Industry Summary

B. Gas Customers & Sales Revenues By Class

The following charts show: 1) the percentage of jurisdictional residential, commercial, industrial, public authority, and other sales revenues; and, 2) the corresponding percentage of residential, commercial, industrial, public authority, and other sales revenues. As can be seen by comparing the two graphs, residential customers represent 89% of all customers, while revenues for those customers only represent 55% of all revenues. In contrast, commercial and industrial sales customers represent 11% and less than 1% of total customers respectively, while their sales revenues account for almost 27% and 12% of total revenues respectively. The public authority class is negligible in terms of the number of customers and revenues.



Section 5. Gas Industry Summary

C. Statistical Summaries for Gas

Gas Companies - Arkansas Only Plant Investment; Operating Revenues Year Ended December 31, 1995

COMPANY	PLANT INVESTMENT	OPERATING REVENUE	RATIO(%) OPERATING REVENUE /INVEST.
Arkla, a Division of NorAm Energy Corp.	\$340,154,754	\$274,684,111	80.75%
Arkansas Oklahoma Gas Corp.	\$57,998,179	\$40,636,082	70.06%
Arkansas Western Gas Co.	\$179,198,210	\$86,589,515	48.32%
Louisiana-Nevada Transit Co.	\$2,720,933	\$1,381,554	50.78%
NOARK Pipeline System, Ltd. Partnership	\$103,284,710	\$11,657,283	11.29%
Union Gas Company of Arkansas, Inc. (The)	\$1,573,931	\$1,160,805	73.75%
TOTALS	\$684,930,717	\$416,109,350	60.75%

Section 5. Gas Industry Summary

Gas Companies - Arkansas Only Customers; Mcf Sold; Revenues; Other Statistics Year Ended December 31, 1995

	NO. OF CUSTOMERS	MCF SOLD	REVENUE	AVERAGE REV./PER CUSTOMER	AVERAGE MCF PER CUSTOMER
ARKLA, A DIVISION OF NORAM ENERGY CORP.					
Residential	378,644	29,289,179	\$168,622,323	\$445	77
Commercial	45,532	17,935,830	\$75,212,060	\$1,652	394
Industrial	784	8,230,363	\$22,602,404	\$28,830	10,498
Public Authority	0	0	\$0	N/A	N/A
Totals Without					
Other Revenues	424,960	55,455,372	\$266,436,787	\$627	130
Other Revenues	N/A	N/A	\$8,247,324	N/A	N/A
TOTALS	424,960	55,455,372	\$274,684,111	N/A	N/A
ARKANSAS OKLAHOMA GAS CORPORATION					
Residential	39,549	3,486,095	\$15,064,491	\$381	88
Commercial	5,256	3,717,489	\$12,892,679	\$2,453	707
Industrial	12	4,251,684	\$10,857,642	\$904,804	354,307
Public Authority	4	208,127	\$725,833	\$181,458	52,032
Totals without					
Other Revenues	44,821	11,663,395	\$39,540,645	\$882	260
Other Revenues	N/A	N/A	\$1,095,437	N/A	N/A
TOTALS	44,821	11,663,395	\$40,636,082	N/A	N/A
ARKANSAS WESTERN GAS COMPANY					
Residential	104,427	8,641,864	\$42,012,185	\$402	83
Commercial	13,816	5,747,419	\$22,741,401	\$1,646	416
Industrial	276	5,344,137	\$15,676,469	\$56,799	19,363
Public Authority	0	0	\$0	\$0	0
Totals without					
Other Revenues	118,519	19,733,420	\$80,430,055	\$679	167
Other Revenues	N/A	N/A	\$6,159,460	N/A	N/A
TOTALS	118,519	19,733,420	\$86,589,515	N/A	N/A

Section 5. Gas Industry Summary

Gas Companies - Arkansas Only Customers; Mcf Sold; Revenues; Other Statistics Year Ended December 31, 1995

	NO. OF CUSTOMERS	MCF SOLD	REVENUES	AVERAGE REV./PER CUSTOMER	AVERAGE MCF PER CUSTOMER
LOUISIANA-NEVADA TRANSIT COMPANY					
Residential	1,707	99,119	\$680,950	\$399	58
Commercial	142	17,939	\$109,213	\$769	126
Industrial	43	126,270	\$422,053	\$9,815	2,937
Public Authority	4	281	\$1,896	\$474	70
Totals without Other Revenues	1,896	243,609	\$1,214,112	\$640	128
Other Revenues	N/A	N/A	\$167,442	N/A	N/A
TOTALS	1,896	243,609	\$1,381,554	N/A	N/A
NOARK PIPELINE SYSTEM, LIMITED PARTNERSHIP					
Residential	0	0	\$0	\$0	0
Commercial	0	0	\$0	\$0	0
Industrial	0	0	\$0	\$0	0
Public Authority	0	0	\$0	\$0	0
Totals without Other Revenues	0	0	\$0	\$0	0
Other Revenues	N/A	N/A	\$11,657,283	N/A	N/A
TOTALS	0	0	\$11,657,283	N/A	N/A
UNION GAS COMPANY OF ARKANSAS, INC. (THE)					
Residential	2,543	175,843	\$768,360	\$302	69
Commercial	323	100,920	\$373,825	\$1,157	312
Industrial	0	0	\$0	\$0	0
Public Authority	11	5,039	\$18,620	\$1,693	458
Totals without Other Revenues	2,877	281,802	\$1,160,805	\$403	98
Other Revenues	N/A	N/A	\$0	N/A	N/A
TOTALS	2,877	281,802	\$1,160,805	N/A	N/A
Totals Without Other Revenues	593,073	87,377,598	\$388,782,404	\$656	147
TOTALS	593,073	87,377,598	\$416,109,350	N/A	N/A

Section 6. Electric Industry Summary

A. Highlights

On June 20, 1996, the Commission approved an Arkansas Electric Cooperative Corporation (AECC) wholesale power rate reduction. Fifteen of the sixteen distribution cooperatives served by AECC passed this wholesale rate reduction through to their customers. Southwest Arkansas Electric Cooperative Corporation was allowed to keep a portion of the wholesale rate reduction to maintain its Commission-approved T.I.E.R. level.

Also in 1996, eight special rate contracts with large industrial customers were filed by electric utilities. To date, six have gained approval by this Commission, along with three others filed in late 1995. Staff is analyzing two other contracts filed in late 1996. Of the nine contracts that gained approval in 1996, five were cogeneration deferral contracts, three were contracts for interruptible service, and one was for a new industrial customer to locate a facility in the state.

These special rate contracts are filed pursuant to the Commission's *Rules and Regulations Governing Promotional Practices of Electric and Gas Public Utilities* (the "Promotional Practice Rules"). The contracts must pass certain cost-effectiveness tests, as specified in the *Promotional Practice Rules*, in order to be recommended for approval.

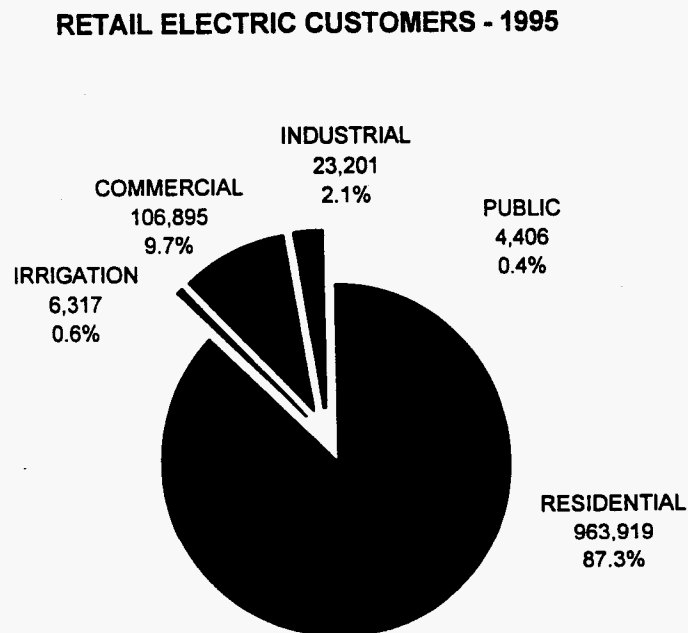
In addition, Electric Section Staff members processed twelve applications for Certificates of Convenience and Necessity (CCN) to construct transmission facilities and ten dockets involving the release of certain customers from one utility to another. Fifteen quality of service evaluations were conducted during 1996 to verify utility compliance with Commission standards.

The Electric Section was assigned 67 new cases in 1996, in addition to the 34 dockets being handled at the end of 1995. Twenty-four of those dockets were tariff filings, thirteen were promotional practice filings, and six were utility dockets. The Electric Staff also investigated five formal complaints, two dockets related to PURPA standards, and two dockets that dealt with *General Service Rules*.

Section 6. Electric Industry Summary

B. Electric Customers By Class

The following chart is a graphic representation of the total number of retail electric customers in Arkansas as of December 31, 1995. The chart is divided into four parts to show the proportion for each group. As can easily be seen, residential customers are the largest group, representing 87.3% of all customers. Commercial customers are the next largest group at 9.7% while industrial customers comprise 2.1% of the total.

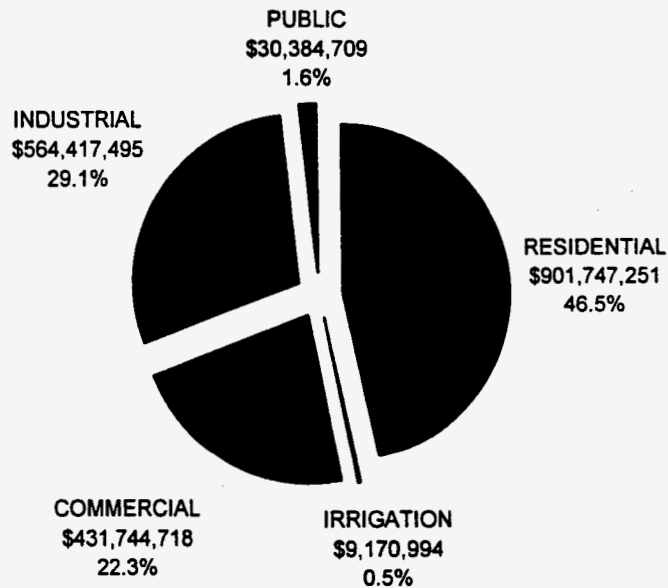


Section 6. Electric Industry Summary

C. Electric Revenues by Class

The following chart represents the retail electric revenues collected in Arkansas as of December 31, 1995. While residential customers represent 87.3% of all customers, they supply only 46.5% of the total revenues. On the other hand, while commercial and industrial customers comprise only 9.7% and 2.1% of the total number of electric customers, respectively, they provide 22.3% and 29.1% of the revenues. The other classes contain only 1.0% of the customers but those customers supply 2.1% of the total retail revenues.

RETAIL ELECTRIC REVENUES - 1995



Section 6. Electric Industry Summary

D. Statistical Summaries For Electric Electric Companies - Arkansas Only Plant Investment; Operating Revenues Year Ended December 31, 1995

COMPANY	PLANT INVESTMENT	OPERATING REVENUES	RATIO(%) OPERATING REVENUE /INVEST.
Arkansas Electric Coop. Corp.	\$812,773,880	\$345,440,118	42.50%
Arkansas Power & Light Co.	\$4,694,754,073	\$1,610,526,449	34.30%
Arkansas Valley Electric Coop. Corp.	\$97,967,340	\$39,944,581	40.77%
Ashley-Chicot Electric Coop., Inc.	\$11,857,180	\$5,206,901	43.91%
C & L Electric Coop. Corp.	\$42,080,582	\$18,736,032	44.52%
Carroll Electric Coop. Corp.	\$128,360,710	\$53,318,361	41.54%
Clay County Electric Coop. Corp.	\$27,969,466	\$12,043,607	43.06%
Craighead Electric Coop. Corp.	\$60,649,173	\$24,298,492	40.06%
Empire District Electric Co., (The)	\$11,563,854	\$5,204,477	45.01%
Farmers Electric Coop. Corp.	\$11,400,504	\$5,511,611	48.35%
First Electric Coop. Corp.	\$136,062,646	\$71,228,022	52.35%
Mississippi County Electric Coop., Inc. ¹	\$12,587,206	\$67,634,842	537.33%
North Arkansas Electric Coop., Inc.	\$77,639,950	\$30,787,589	39.65%
Oklahoma Gas and Electric Co.	\$145,844,952	\$101,236,401	69.41%
Ouachita Electric Coop. Corp.	\$30,610,303	\$13,501,562	44.11%
Ozarks Electric Coop. Corp.	\$70,329,887	\$34,997,204	49.76%
Petit Jean Electric Coop. Corp.	\$39,904,552	\$14,816,569	37.13%
Rich Mountain Electric Coop., Inc.	\$18,492,666	\$6,525,735	35.29%
South Central Ark. Electric Coop., Inc.	\$23,173,059	\$11,094,442	47.88%
Southwest Arkansas Electric Coop. Corp.	\$78,520,184	\$28,942,165	36.86%
Southwestern Electric Power Co.	\$400,397,138	\$172,449,643	43.07%
Woodruff Electric Coop. Corp.	\$62,942,237	\$21,775,322	34.60%
TOTALS	\$6,995,881,542	\$2,695,220,125	38.53%

¹The inclusion of revenues generated by special contract customers including Nucor Steel and Nucor-Yamato compared to the plant investment required to serve these customers results in an unusually high operating revenue/investment ratio.

Section 6. Electric Industry Summary

Electric Companies - Arkansas Only Customers; kWh Sold; Revenues; Other Statistics Year Ended December 31, 1995

	NO. OF CUSTOMERS	KWH SOLD	REVENUES	AVERAGE REV./PER CUSTOMER	AVERAGE KWH PER CUSTOMER
ARKANSAS ELECTRIC COOPERATIVE CORPORATION					
Residential	0	0	\$0	\$0	0
Irrigation	0	0	\$0	\$0	0
Commercial	0	0	\$0	\$0	0
Industrial	0	0	\$0	\$0	0
Public Authority	0	0	\$0	\$0	0
Total Retail	0	0	\$0	\$0	0
Wholesale	18	10,939,353,000	\$345,398,270	\$19,188,793	607,741,833
Other Revenues	N/A	N/A	\$41,848	N/A	N/A
TOTALS	18	10,939,353,000	\$345,440,118	N/A	N/A
ARKANSAS POWER & LIGHT COMPANY					
Residential	518,082	5,867,132,672	\$542,827,692	\$1,048	11,325
Irrigation	0	0	\$0	\$0	0
Commercial	66,379	4,267,271,830	\$318,473,546	\$4,798	64,286
Industrial	21,874	6,314,066,897	\$362,847,765	\$16,588	288,656
Public Authority	448	242,888,193	\$17,083,904	\$38,134	542,161
Total Retail	606,783	16,691,359,592	\$1,241,232,907	\$2,046	27,508
Wholesale	15	12,286,205,430	\$328,235,082	\$21,882,339	819,080,362
Other Revenues	N/A	N/A	\$41,058,461	N/A	N/A
TOTALS	606,798	28,977,565,022	\$1,610,526,450	N/A	N/A
ARKANSAS VALLEY ELECTRIC COOPERATIVE CORPORATION					
Residential	35,600	452,818,601	\$29,407,623	\$826	12,720
Irrigation	0	0	\$0	\$0	0
Commercial	1,762	62,197,288	\$3,866,020	\$2,194	35,299
Industrial	9	181,529,230	\$5,852,129	\$650,237	20,169,914
Public Authority	484	6,790,130	\$462,633	\$956	14,029
Total Retail	37,855	703,335,249	\$39,588,405	\$1,046	18,580
Wholesale	0	0	\$0	\$0	0
Other Revenues	N/A	N/A	\$356,176	N/A	N/A
TOTALS	37,855	703,335,249	\$39,944,581	N/A	N/A

Section 6. Electric Industry Summary

Electric Companies - Arkansas Only Customers; kWh Sold; Revenues; Other Statistics Year Ended December 31, 1995

	NO. OF CUSTOMERS	KWH SOLD	REVENUES	AVERAGE REV./PER CUSTOMER	AVERAGE KWH PER CUSTOMER
ASHLEY-CHICOT ELECTRIC COOPERATIVE, INC.					
Residential	3,426	41,898,576	\$3,401,272	\$993	12,230
Irrigation	182	7,702,431	\$721,377	\$3,964	42,321
Commercial	838	11,372,560	\$1,013,062	\$1,209	13,571
Industrial	0	0	\$0	\$0	0
Public Authority	17	706,150	\$52,231	\$3,072	41,538
Total Retail	4,463	61,679,717	\$5,187,942	\$1,162	13,820
Wholesale	0	0	\$0	\$0	0
Other Revenues	N/A	N/A	\$18,959	N/A	N/A
TOTALS	4,463	61,679,717	\$5,206,901	N/A	N/A
C & L ELECTRIC COOPERATIVE CORPORATION					
Residential	16,048	180,383,543	\$14,023,923	\$874	11,240
Irrigation	504	3,954,793	\$446,342	\$886	7,847
Commercial	1,282	42,383,597	\$2,997,222	\$2,338	33,061
Industrial	5	8,677,680	\$546,342	\$109,268	1,735,536
Public Authority	349	4,661,941	\$350,074	\$1,003	13,358
Total Retail	18,188	240,061,554	\$18,363,903	\$1,010	13,199
Wholesale	0	0	\$0	\$0	0
Other Revenues	N/A	N/A	\$372,129	N/A	N/A
TOTALS	18,188	240,061,554	\$18,736,032	N/A	N/A
CARROLL ELECTRIC COOPERATIVE CORPORATION					
Residential	43,658	543,819,263	\$38,414,329	\$880	12,456
Irrigation	0	0	\$0	\$0	0
Commercial	2,572	126,860,209	\$7,892,210	\$3,069	49,324
Industrial	7	163,255,896	\$5,985,751	\$855,107	23,322,271
Public Authority	48	2,730,467	\$197,763	\$4,120	56,885
Total Retail	46,285	836,665,835	\$52,490,053	\$1,134	18,076
Wholesale	0	0	\$0	\$0	0
Other Revenues	N/A	N/A	\$828,308	N/A	N/A
TOTALS	46,285	836,665,835	\$53,318,361	N/A	N/A

Section 6. Electric Industry Summary

Electric Companies - Arkansas Only Customers; kWh Sold; Revenues; Other Statistics Year Ended December 31, 1995

	NO. OF CUSTOMERS	KWH SOLD	REVENUES	AVERAGE REV./PER CUSTOMER	AVERAGE KWH PER CUSTOMER
CLAY COUNTY ELECTRIC COOPERATIVE CORPORATION					
Residential	9,427	83,833,996	\$6,959,654	\$738	8,893
Irrigation	582	2,233,925	\$299,872	\$515	3,838
Commercial	985	36,302,062	\$2,857,674	\$2,901	36,855
Industrial	10	26,591,702	\$1,679,448	\$167,945	2,659,170
Public Authority	79	1,613,851	\$128,676	\$1,629	20,428
Total Retail	11,083	150,575,536	\$11,925,324	\$1,076	13,586
Wholesale	0	0	\$0	\$0	0
Other Revenues	N/A	N/A	\$118,283	N/A	N/A
TOTALS	11,083	150,575,536	\$12,043,607	N/A	N/A
CRAIGHEAD ELECTRIC COOPERATIVE CORPORATION					
Residential	18,950	225,277,961	\$17,307,961	\$913	11,888
Irrigation	1,026	8,992,651	\$880,278	\$858	8,765
Commercial	3,099	59,588,242	\$4,717,550	\$1,522	19,228
Industrial	6	21,768,643	\$1,260,647	\$210,108	3,628,107
Public Authority	22	497,270	\$40,681	\$1,849	22,603
Total Retail	23,103	316,124,767	\$24,207,117	\$1,048	13,683
Wholesale	0	0	\$0	\$0	0
Other Revenues	N/A	N/A	\$91,375	N/A	N/A
TOTALS	23,103	316,124,767	\$24,298,492	N/A	N/A
EMPIRE DISTRICT ELECTRIC COMPANY, (THE)					
Residential	2,749	28,409,897	\$1,532,231	\$557	10,335
Irrigation	0	0	\$0	\$0	0
Commercial	596	26,470,769	\$1,427,928	\$2,396	44,414
Industrial	7	56,992,260	\$1,946,722	\$278,103	8,141,751
Public Authority	83	4,459,655	\$195,881	\$2,360	53,731
Total Retail	3,435	116,332,581	\$5,102,762	\$1,486	33,867
Wholesale	1	35,000	\$841	\$841	35,000
Other Revenues	N/A	N/A	\$100,874	N/A	N/A
TOTALS	3,436	116,367,581	\$5,204,477	N/A	N/A

Section 6. Electric Industry Summary

Electric Companies - Arkansas Only Customers; kWh Sold; Revenues; Other Statistics Year Ended December 31, 1995

	NO. OF CUSTOMERS	KWH SOLD	REVENUES	AVERAGE REV./PER CUSTOMER	AVERAGE KWH PER CUSTOMER
FARMERS ELECTRIC COOPERATIVE CORPORATION					
Residential	4,123	44,865,767	\$3,585,728	\$870	10,882
Irrigation	532	8,954,922	\$865,577	\$1,627	16,833
Commercial	400	13,682,514	\$953,363	\$2,383	34,206
Industrial	0	0	\$0	\$0	0
Public Authority	10	386,793	\$31,523	\$3,152	38,679
Total Retail	5,065	67,889,996	\$5,436,191	\$1,073	13,404
Wholesale	0	0	\$0	\$0	0
Other Revenues	N/A	N/A	\$75,419	N/A	N/A
TOTALS	5,065	67,889,996	\$5,511,610	N/A	N/A
FIRST ELECTRIC COOPERATIVE CORPORATION					
Residential	54,661	683,458,167	\$52,453,192	\$960	12,504
Irrigation	632	32,749,281	\$2,385,146	\$3,774	51,818
Commercial	1,708	108,650,214	\$6,879,572	\$4,028	63,613
Industrial	2	270,822,995	\$7,864,831	\$3,932,416	135,411,498
Public Authority	371	15,073,151	\$1,015,273	\$2,737	40,628
Total Retail	57,374	1,110,753,808	\$70,598,014	\$1,230	19,360
Wholesale	0	0	\$0	\$0	0
Other Revenues	N/A	N/A	\$630,008	N/A	N/A
TOTALS	57,374	1,110,753,808	\$71,228,022	N/A	N/A
MISSISSIPPI COUNTY ELECTRIC COOPERATIVE, INC.					
Residential	3,122	40,411,296	\$2,525,206	\$809	12,944
Irrigation	58	940,402	\$75,195	\$1,296	16,214
Commercial	414	12,214,240	\$678,700	\$1,639	29,503
Industrial ¹	10	2,393,175,145	\$64,242,793	\$6,424,279	239,317,515
Public Authority	35	1,312,779	\$85,439	\$2,441	37,508
Total Retail	3,639	2,448,053,862	\$67,607,333	\$18,579	672,727
Wholesale	0	0	\$0	\$0	0
Other Revenues	N/A	N/A	\$27,509	N/A	N/A
TOTALS	3,639	2,448,053,862	\$67,634,842	N/A	N/A

¹The inclusion of sales and revenues generated by special contract customers including Nucor Steel and Nucor-Yamato cause these abnormally high numbers.

Section 6. Electric Industry Summary

Electric Companies - Arkansas Only Customers; kWh Sold; Revenues; Other Statistics Year Ended December 31, 1995

	NO. OF CUSTOMERS	KWH SOLD	REVENUES	AVERAGE REV./PER CUSTOMER	AVERAGE KWH PER CUSTOMER
NORTH ARKANSAS ELECTRIC COOPERATIVE, INC.					
Residential	24,650	271,650,575	\$21,691,256	\$880	11,020
Irrigation	0	0	\$0	\$0	0
Commercial	1,988	75,653,161	\$5,090,185	\$2,560	38,055
Industrial	5	77,268,686	\$3,609,813	\$721,963	15,453,737
Public Authority	323	5,101,897	\$396,335	\$1,227	15,795
Total Retail	26,966	429,674,319	\$30,787,589	\$1,142	15,934
Wholesale	0	0	\$0	\$0	0
Other Revenues	N/A	N/A	\$0	N/A	N/A
TOTALS	26,966	429,674,319	\$30,787,589	N/A	N/A

OKLAHOMA GAS and ELECTRIC COMPANY

Residential	49,261	591,500,947	\$32,140,846	\$652	12,007
Irrigation	0	0	\$0	\$0	0
Commercial	7,143	501,638,588	\$22,430,702	\$3,140	70,228
Industrial	464	903,744,850	\$26,592,947	\$57,312	1,947,726
Public Authority	918	92,122,034	\$4,485,660	\$4,886	100,351
Total Retail	57,786	2,089,006,419	\$85,650,155	\$1,482	36,151
Wholesale	21	576,584,008	\$17,678,228	\$841,820	27,456,381
Other Revenues	N/A	N/A	\$308,018	N/A	N/A
TOTALS	57,807	2,665,590,427	\$103,636,401	N/A	N/A

OUACHITA ELECTRIC COOPERATIVE CORPORATION

Residential	8,017	83,541,503	\$6,598,213	\$823	10,421
Irrigation	0	0	\$0	\$0	0
Commercial	911	51,055,003	\$3,963,684	\$4,351	56,043
Industrial	14	39,633,079	\$2,810,572	\$200,755	2,830,934
Public Authority	6	391,858	\$23,752	\$3,959	65,310
Total Retail	8,948	174,621,443	\$13,396,221	\$1,497	19,515
Wholesale	0	0	\$0	\$0	0
Other Revenues	N/A	N/A	\$105,341	N/A	N/A
TOTALS	8,948	174,621,443	\$13,501,562	N/A	N/A

Section 6. Electric Industry Summary

Electric Companies - Arkansas Only Customers; kWh Sold; Revenues; Other Statistics Year Ended December 31, 1995

	NO. OF CUSTOMERS	KWH SOLD	REVENUES	AVERAGE REV./PER CUSTOMER	AVERAGE KWH PER CUSTOMER
OZARKS ELECTRIC COOPERATIVE CORPORATION					
Residential	31,842	383,394,730	\$25,850,047	\$812	12,041
Irrigation	0	0	\$0	\$0	0
Commercial	408	16,604,571	\$1,035,643	\$2,538	40,697
Industrial	177	137,799,835	\$7,087,545	\$40,043	778,530
Public Authority	163	8,693,216	\$588,177	\$3,608	53,333
Total Retail	32,590	546,492,352	\$34,561,412	\$1,060	16,769
Wholesale	0	0	\$0	\$0	0
Other Revenues	N/A	N/A	\$435,792	N/A	N/A
TOTALS	32,590	546,492,352	\$34,997,204	N/A	N/A

PETTIT JEAN ELECTRIC COOPERATIVE CORPORATION

Residential	14,170	137,691,711	\$10,734,920	\$758	9,717
Irrigation	0	0	\$0	\$0	0
Commercial	1,187	37,201,116	\$2,615,380	\$2,203	31,340
Industrial	6	16,234,680	\$1,003,507	\$167,251	2,705,780
Public Authority	259	3,913,293	\$322,195	\$1,244	15,109
Total Retail	15,622	195,040,800	\$14,676,002	\$939	12,485
Wholesale	0	0	\$0	\$0	0
Other Revenues	N/A	N/A	\$140,567	N/A	N/A
TOTALS	15,622	195,040,800	\$14,816,569	N/A	N/A

RICH MOUNTAIN ELECTRIC COOPERATIVE, INC.

Residential	6,062	71,888,016	\$5,760,298	\$950	11,859
Irrigation	0	0	\$0	\$0	0
Commercial	269	8,917,052	\$661,693	\$2,460	33,149
Industrial	0	0	\$0	\$0	0
Public Authority	0	0	\$0	\$0	0
Total Retail	6,331	80,805,068	\$6,421,991	\$1,014	12,763
Wholesale	0	0	\$0	\$0	0
Other Revenues	N/A	N/A	\$103,744	N/A	N/A
TOTALS	6,331	80,805,068	\$6,525,735	N/A	N/A

Section 6. Electric Industry Summary

Electric Companies - Arkansas Only Customers; kWh Sold; Revenues; Other Statistics Year Ended December 31, 1995

	NO. OF CUSTOMERS	KWH SOLD	REVENUES	AVERAGE REV./PER CUSTOMER	AVERAGE KWH PER CUSTOMER
SOUTH CENTRAL ARKANSAS ELECTRIC COOPERATIVE, INC.					
Residential	8,309	84,632,382	\$6,249,127	\$752	10,186
Irrigation	1	161,134	\$15,058	\$15,058	161,134
Commercial	425	11,500,707	\$821,602	\$1,933	27,060
Industrial	4	100,500,473	\$3,944,007	\$986,002	25,125,118
Public Authority	8	169,136	\$14,400	\$1,800	21,142
Total Retail	8,747	196,963,832	\$11,044,194	\$1,263	22,518
Wholesale	0	0	\$0	\$0	0
Other Revenues	N/A	N/A	\$50,248	N/A	N/A
TOTALS	8,747	196,963,832	\$11,094,442	N/A	N/A

SOUTHWEST ARKANSAS ELECTRIC COOPERATIVE CORPORATION

Residential	19,795	249,556,235	\$18,355,629	\$927	12,607
Irrigation	0	0	\$0	\$0	0
Commercial	1,676	65,181,086	\$4,796,718	\$2,862	38,891
Industrial	4	128,167,773	\$5,384,699	\$1,346,175	32,041,943
Public Authority	10	394,200	\$29,571	\$2,957	39,420
Total Retail	21,485	443,299,294	\$28,566,617	\$1,330	20,633
Wholesale	0	0	\$0	\$0	0
Other Revenues	N/A	N/A	\$375,548	N/A	N/A
TOTALS	21,485	443,299,294	\$28,942,165	N/A	N/A

SOUTHWESTERN ELECTRIC POWER COMPANY

Residential	78,885	819,694,961	\$49,495,740	\$627	10,391
Irrigation	0	0	\$0	\$0	0
Commercial	12,233	705,669,187	\$35,412,568	\$2,895	57,686
Industrial	590	1,540,862,003	\$59,355,354	\$100,602	2,611,631
Public Authority	762	86,836,940	\$4,855,480	\$6,372	113,959
Total Retail	92,470	3,153,063,091	\$149,119,142	\$1,613	34,098
Wholesale	6	520,661,000	\$15,070,510	\$2,511,752	86,776,833
Other Revenues	N/A	N/A	\$8,559,991	N/A	N/A
TOTALS	92,476	3,673,724,091	\$172,749,643	N/A	N/A

Section 6. Electric Industry Summary

Electric Companies - Arkansas Only Customers; kWh Sold; Revenues; Other Statistics Year Ended December 31, 1995

	NO. OF CUSTOMERS	KWH SOLD	REVENUES	AVERAGE REV./PER CUSTOMER	AVERAGE KWH PER CUSTOMER
WOODRUFF ELECTRIC COOPERATIVE CORPORATION					
Residential	13,082	146,365,596	\$12,432,364	\$950	11,188
Irrigation	2,800	40,637,430	\$3,482,149	\$1,244	14,513
Commercial	620	42,258,809	\$3,159,696	\$5,096	68,159
Industrial	7	44,561,820	\$2,402,623	\$343,232	6,365,974
Public Authority	11	243,100	\$25,061	\$2,278	22,100
Total Retail	16,520	274,066,755	\$21,501,893	\$1,302	16,590
Wholesale	0	0	\$0	\$0	0
Other Revenues	N/A	N/A	\$273,429	N/A	N/A
TOTALS	16,520	274,066,755	\$21,775,322	N/A	N/A
 Total Retail	 1,104,738	 30,325,865,870	 \$1,937,465,167	 \$1,754	 27,451
 TOTALS	 1,104,799	 54,648,704,308	 \$2,697,920,125	 N/A	 N/A

Section 7.

Telecommunications Industry Summary

A. Highlights

■ In 1996 there were 456 dockets initiated at the Commission. Of those, the Telecommunications Section had primary responsibility for 341. Summaries of telecommunications cases which presented significant issues during 1996 are included below.

Docket No. 86-159-U is used as a forum for matters related to both the non-traffic sensitive (NTS) elements of intrastate access charges and to the carrier common line (CCL) and universal service fund (USF) tariffs of local exchange carriers (LECs). The Commission deferred its activities concerning the Arkansas Intrastate Carrier Common Line Pool and the Arkansas USF when advised by the Telecommunications Subcommittee of the House and Senate Interim Committees on Insurance and Commerce that the Legislature was studying telecommunications policy in the State.

GTE Arkansas Incorporated and GTE Southwest Incorporated filed proposed tariffs in Docket No. 86-160-U to introduce intraLATA equal access. This will facilitate the introduction of 1+ intraLATA pre-subscription. Customers will reach their intraLATA toll provider of choice by dialing 1+. The Commission is expected to hold a hearing on this issue in 1997.

The 1994 resolution of an earnings review of Southwestern Bell Telephone Co. (SWBT) in Docket No. 92-260-U provided for rate reductions and a \$231 million investment in infrastructure by the end of 1996. The infrastructure investments provide for all one party service, all digital serving switches, additional interoffice fiber cable routes, and establishment of educational/medical networks and fiber parks in SWBT territory. SWBT is expected to report in early 1997 that the infrastructure projects were completed.

In Docket No. 94-169-U, the Commission directed Staff to investigate and audit transactions between SWBT and its parent and affiliate companies. During 1996, the consultant selected by Staff and SWBT completed the audit of SWBT's record keeping and submitted a report to Staff containing both specific record keeping recommendations and an audit plan. SWBT agreed to the consultant's recommendations concerning record keeping. The Commission accepted the recommendations and plan on September 12, 1996.

Consolidated rules for interexchange service providers were adopted in Docket No. 94-201-R effective February 23, 1996. At the same time the *General Service Rules - Class K Carriers*, the *Special Rules - Class K Carriers* and the *Rules for Private Pay Telephone Service* were eliminated as separate sets of rules.

American Communication Services of Little Rock, Inc. (ACSI) (Docket No. 96-062-U) and Brooks Fiber Communications of Arkansas, Inc. (Brooks) (Docket No. 96-093-U) were the first of 16 companies filing applications to provide intrastate local services as a competitive local exchange carrier (CLEC). ACSI and Brooks were the first

Section 7.

Telecommunications Industry Summary

CLECs authorized to provide services in Arkansas. Approval of their local service tariffs is expected in 1997. Six interconnection agreements between SWBT and potential CLECs were filed, reviewed and approved by the Commission. AT&T of the Southwest, Inc. requested arbitration concerning its interconnection agreement negotiations with SWBT (Docket No. 96-395-U, GTE Arkansas Incorporated, and GTE Southwest Incorporated (Docket No. 96-412-U). The arbitration hearings are scheduled for early 1997. GTE Arkansas Incorporated and GTE Southwest Incorporated filed a motion in Docket No. 96-412-U claiming a rural telephone company exemption from certain obligations under the Telecommunications Act of 1996. The motion was transferred to Docket No. 96-446-U and the Commission is expected to hold a hearing on this issue in early 1997.

WirelessCo, L.P. filed an application in Docket no. 96-290-U for authority to provide wireless telecommunications services using its broadband personal communications services (PCS) network. WirelessCo was the first company authorized to provide PCS in Arkansas.

The NPA (Numbering Plan Area) Relief Coordinator advised the telecommunications industry that the 501 NPA would exhaust central office codes by late 1997. The industry developed 2 relief alternatives that were presented to the Commission in Docket No. 96-301-U for a decision and approval. The Commission authorized a relief plan on November 25, 1996. Relief will be provided during 1997 by assigning the 501 NPA to one geographical area of the state and the 870 NPA to the remainder of the State.

GTE Southwest Incorporated and GTE Arkansas Incorporated filed a motion in Docket No. 96-428-U for authorization to exit the Arkansas IntraLATA Toll Pool (AITP). The AITP was established as a compensation mechanism for the local exchange carriers and results in uniform toll charges throughout the state. GTE desires to be able to flexibly price intraLATA services. The Commission is expected to hold a hearing on this issue in early 1997.

Show cause proceedings were initiated to address the failure of 9 interexchange carriers (IXCs) to file minutes of use reports with the Arkansas Intrastate Carrier Common Line Pool. Seven IXCs filed the required report, one had its certificate to operate in Arkansas revoked and one had its certificate to operate in Arkansas revoked on request.

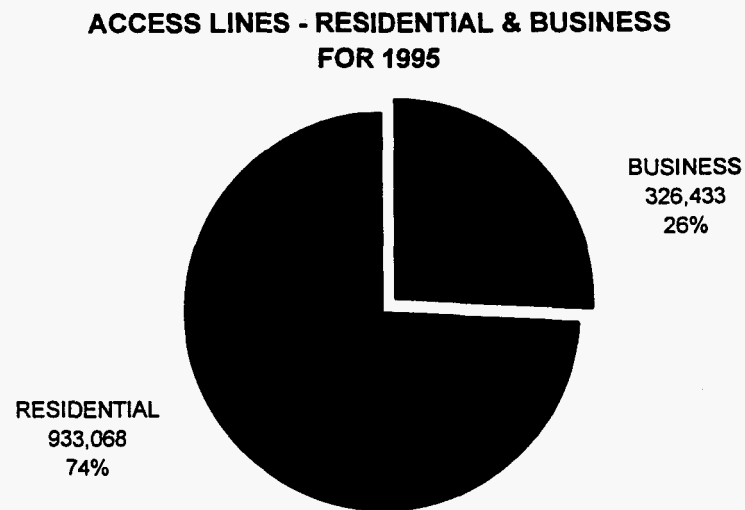
Show cause proceedings were initiated to address the failure of 10 IXCs to submit gross earnings reports. Seven IXCs filed the required report and 3 had their certificates to operate in Arkansas revoked.

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Telecommunications Industry Summary

B. Access Lines By Class

The pie chart shown below is a graphic representation of the number of access lines, by category, at the end of 1995. Total access lines on December 31, 1995, were 1,259,501. Of that total, 74% were residential and 26% were business. Residential access lines increased from 914,531 at the end of 1994 to 933,068 at the end of 1995. Business access lines increased from 302,945 at the end of 1994 to 326,433 at the end of 1995.



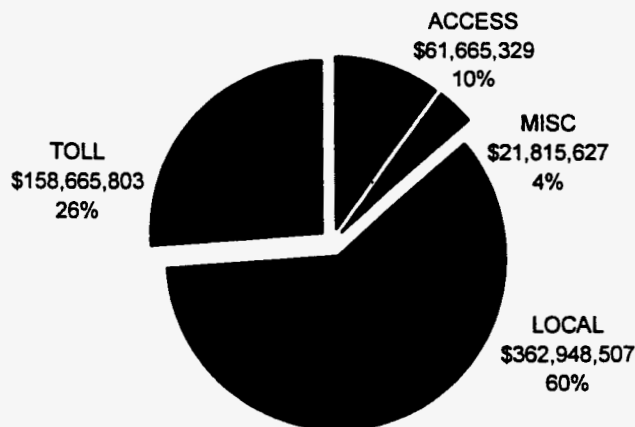
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Telecommunications Industry Summary

C. Telephone Revenues by Category

The pie chart shown below depicts the various revenue sources for local exchange companies during 1995. Total intrastate telephone industry revenues in Arkansas for 1995 were \$605,095,266. Local Service revenue made up approximately 60% of that total or \$362,948,507. Toll Revenue made up approximately 26% of the total or \$158,665,803. Access charges generated revenues of \$61,665,329. The industry also had miscellaneous revenues of \$21,815,627.

TELEPHONE REVENUES BY CATEGORY
FOR 1995



Section 7.

Telecommunications Industry Summary

D. Statistical Summaries For Telecommunications

Local Exchange Carriers - Arkansas Including Interstate Telephone Investment; Operating Revenues Year Ended December 31, 1995

COMPANY	PLANT INVESTMENT	OPERATING REVENUE	RATIO(%) OPERATING REVENUE /INVEST.
ALLTEL Arkansas, Inc.	\$277,496,354	\$65,171,463	23.49%
Arkansas Telephone Co., Inc.	\$15,847,462	\$3,870,370	24.42%
Central Arkansas Telephone Coop., Inc.	\$8,063,336	\$2,028,841	25.16%
Century Telephone of Arkansas, Inc.	\$65,833,999	\$17,413,355	26.45%
Century Telephone of Mountain Home, Inc.	\$51,033,396	\$13,586,072	26.62%
Century Telephone of Northwest Louisiana, Inc.	\$558,910	\$289,551	51.81%
Century Telephone of Redfield, Inc.	\$5,073,579	\$1,442,298	28.43%
Century Telephone of South Arkansas, Inc.	\$5,125,070	\$1,261,773	24.62%
Cleveland County Telephone Co., Inc.	\$9,157,382	\$2,894,305	31.61%
Decatur Telephone Co., Inc.	\$3,170,006	\$1,159,069	36.56%
E. Ritter Telephone Company	\$8,542,329	\$3,296,107	38.59%
GTE Arkansas, Inc.	\$236,488,261	\$80,571,008	34.07%
GTE Midwest, Inc.	\$2,102,386	\$519,878	24.73%
GTE Southwest, Inc.	\$217,657,740	\$65,199,765	29.96%
Lavaca Telephone Co., Inc.	\$3,192,809	\$1,087,241	34.05%
Madison County Telephone Co., Inc.	\$9,232,473	\$2,493,216	27.00%
Magazine Telephone Co., Inc.	\$2,286,864	\$669,064	29.26%
Mountain View Telephone Co.	\$12,141,551	\$3,586,435	29.54%
Northern Arkansas Telephone Co., Inc.	\$25,949,266	\$7,199,366	27.74%
Prairie Grove Telephone Co.	\$15,746,937	\$5,429,821	34.48%
Rice Belt Telephone Co., Inc.	\$3,031,106	\$328,030	10.82%

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Telecommunications Industry Summary

Local Exchange Carriers - Arkansas Including Interstate Telephone Investment; Operating Revenues Year Ended December 31, 1995

COMPANY	PLANT INVESTMENT	OPERATING REVENUE	RATIO(%) OPERATING REVENUE /INVEST.
Scott County Telephone Co., Inc.	\$1,527,733	\$432,426	28.31%
South Arkansas Telephone Co., Inc.	\$8,518,440	\$2,649,183	31.10%
Southwest Ark. Telephone Coop., Inc.	\$17,567,994	\$5,923,159	33.72%
Southwestern Bell Telephone Co.	\$1,844,922,936	\$536,807,527	29.10%
Tri-County Telephone Co., Inc.	\$17,545,057	\$4,787,118	27.28%
Walnut Hill Telephone Co.	\$15,626,563	\$6,525,814	41.76%
Yelcot Telephone Co., Inc.	\$10,894,025	\$3,308,895	30.37%
Yell County Telephone Co.	\$13,857,528	\$3,628,804	26.19%
TOTALS	\$2,908,191,492	\$843,559,954	29.01%

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Telecommunications Industry Summary

Local Exchange Carriers -Arkansas Only Access Lines Year Ended December 31, 1995

<u>COMPANY</u>	<u>BUSINESS</u>	<u>RESIDENTIAL & RURAL</u>	<u>TOTAL</u>
ALLTEL Arkansas, Inc.	11,393	73,415	84,808
Arkansas Telephone Company, Inc.	1,194	6,157	7,351
Central Arkansas Telephone Cooperative, Inc.	209	2,426	2,635
Century Telephone of Arkansas, Inc.	2,518	13,656	16,174
Century Telephone of Mountain Home, Inc.	3,411	15,296	18,707
Century Telephone of Northwest Louisiana, Inc.	48	274	322
Century Telephone of Redfield, Inc.	172	1,526	1,698
Century Telephone of South Arkansas, Inc.	67	603	670
Cleveland County Telephone Company, Inc.	426	2,663	3,089
Decatur Telephone Company, Inc.	537	717	1,254
E. Ritter Telephone Company	607	3,619	4,226
GTE Arkansas, Inc.	22,737	88,338	111,075
GTE Midwest, Inc.	178	938	1,116
GTE Southwest, Inc.	13,962	65,881	79,843
Lavaca Telephone Company, Inc.	157	1,333	1,490
Madison County Telephone Company, Inc.	731	2,512	3,243
Magazine Telephone Company, Inc.	105	789	894
Mountain View Telephone Company	1,140	4,600	5,740
Northern Arkansas Telephone Company, Inc.	1,012	5,416	6,428
Prairie Grove Telephone Company	1,047	6,775	7,822

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Telecommunications Industry Summary

Local Exchange Carriers -Arkansas Only Access Lines Year Ended December 31, 1995

COMPANY	BUSINESS	RESIDENTIAL & RURAL	TOTAL
Rice Belt Telephone Company, Inc.	320	731	1,051
Scott County Telephone Company, Inc.	9	105	114
South Arkansas Telephone Company, Inc.	656	3,099	3,755
Southwest Arkansas Telephone Cooperative, Inc.	369	4,370	4,739
Southwestern Bell Telephone Company	260,686	612,140	872,826
Tri-County Telephone Company, Inc.	655	5,052	5,707
Walnut Hill Telephone Company	690	4,199	4,889
Yelcot Telephone Company, Inc.	531	2,654	3,185
Yell County Telephone Company	866	3,784	4,650
TOTALS	326,433	933,068	1,259,501

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Telecommunications Industry Summary

Interexchange Carriers, Operator Services, Private Pay Telephone, Wireless, and Competitive Access Providers Arkansas Revenues; System Revenues Year Ended December 31, 1995

COMPANY	ARKANSAS REVENUES	SYSTEM REVENUES	RATIO(%) ARKANSAS REVENUE/ SYSTEM REVENUES
ACC National Long Distance Corporation	\$808	\$567,432	0.14%
Affinity Fund, Inc.	\$65,679	\$187,653	35.00%
Affinity Network, Inc.	\$1,735	\$5,619,786	0.03%
Allnet Communications Services, Inc.	\$2,038,837	\$827,240,257	0.25%
ALLTEL - Arkansas RSA #1.	\$1,638,377	\$1,688,493	97.03%
ALLTEL - Fayetteville MSA Ltd. Ptnshp.	\$11,480,609	\$11,830,158	97.05%
ALLTEL - Fort Smith MSA Ltd. Ptnshp.	\$10,691,152	\$10,989,254	97.29%
ALLTEL - Central Arkansas Cellular	\$28,136,772	\$28,954,085	97.18%
ALLTEL -RSA # 2 Searcy County	\$96,136	\$101,011	95.17%
ALLTEL Cellular Associates of Arkansas	\$39,231,468	\$40,118,144	97.79%
ALLTEL - Northwest Arkansas Ltd. Ptnshp.	\$2,370,469	\$2,473,989	95.82%
Alternate Communications Technology, Inc.	\$0	\$0	0.00%
American Telecommunications Enterprise, Inc.	\$12,470	\$9,286,370	0.13%
American Communications Services of L.R.	\$0	\$397,203	0.00%
American Express Telecom	\$7	\$155,787	0.00%
American Telco, Inc.	\$1,063	\$39,571,290	0.00%
American Telesource International, Inc. ¹	N/A	N/A	N/A
American Teletronics Long Distance, Inc.	\$1,075	\$16,293,245	0.01%
Americconnect, Inc.	\$8,134	\$17,087,268	0.05%

¹ Certificate revoked during 1996 in Docket No. 96-123-U.

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Telecommunications Industry Summary

Interexchange Carriers, Operator Services, Private Pay Telephone, Wireless, and Competitive Access Providers Arkansas Revenues; System Revenues Year Ended December 31, 1995

COMPANY	ARKANSAS REVENUES	SYSTEM REVENUES	RATIO(%) ARKANSAS REVENUE/ SYSTEM REVENUES
Amerishare Communications, Inc. ²	N/A	N/A	N/A
Ameritech Pay Phone Services, Inc.	\$0	\$0	0.00%
Ameritel Pay Phones, Inc.	\$253,104	\$20,371,388	1.24%
AmeriVision Communications, Inc.	\$442,939	\$39,679,778	1.12%
Amtel Communications, Inc. ³	N/A	N/A	N/A
Arkansas Com-Tech Services	\$0	\$0	0.00%
Arkansas 12 Cellular Corporation	\$3,609,700	\$3,705,100	97.43%
Arkansas Payphone, Inc.	\$0	\$0	0.00%
Arkla Long Distance Service	\$1,881	\$55,219	3.41%
Associated Business Telephone Systems Corp.	\$0	\$0	0.00%
ATS Network Communications, Inc.	\$328,836	\$9,398,470	3.50%
AT&T Communications of the Southwest, Inc.	\$69,079,118	\$39,495,393,586	0.17%
Automated Coin Call, Inc.	\$0	\$0	0.00%
Automated Communications, Inc.	\$3,341	\$24,216,272	0.01%
BLT Technologies, Inc.	\$34,413	\$10,321,990	0.33%
Brooks Fiber Communications of Ark, Inc.	\$0	\$8,524	0.00%
Budget Call Long Distance	\$0	\$84,424,615	0.00%
Business Discount Plan, Inc.	\$0	\$4,299,206	0.00%

² Certificate revoked during 1996 in Docket No. 96-116-U.

³ Certificate revoked during 1996 in Docket No. 96-115-U.

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Telecommunications Industry Summary

Interexchange Carriers, Operator Services, Private Pay Telephone, Wireless, and Competitive Access Providers Arkansas Revenues; System Revenues Year Ended December 31, 1995

COMPANY	ARKANSAS REVENUES	SYSTEM REVENUES	RATIO(%) ARKANSAS REVENUE/ SYSTEM REVENUES
Business Telecom, Inc.	\$12,487	\$114,536,705	0.01%
Cable & Wireless Communications, Inc.	\$155,864	\$700,913,000	0.02%
Calls for Less, Inc.	\$5,157	\$426,780	1.21%
Capital Network System, Inc.	\$2,906	\$38,240,599	0.01%
Caprock Communications Corp.	\$0	\$13,373,290	0.00%
Caribbean Telephone & Telegraph, Inc.	\$0	\$87,362,000	0.00%
CCI RSA, Inc.	\$262,300	\$278,200	94.28%
Cellular Express, Inc.	\$0	\$38,669,016	0.00%
Centennial Clay - Blytheville, AR	\$1,933,983	\$2,739,353	70.60%
Clay Cellular Corporation	\$0	\$0	0.00%
Centercom Arkansas Limited Ptnshp.	\$1,321,516	\$1,321,516	100.00%
Central Payphone Services, Inc.	\$0	\$81,422,000	0.00%
Century Cellunet of Arkansas RSA #12	\$3,530,239	\$3,647,695	96.78%
Century Cellunet of North Arkansas Cellular Limited Ptnshp.	\$2,788,886	\$2,850,164	97.85%
Century Cellunet of Southwest Arkansas Cellular Limited Ptnshp.	\$2,763,376	\$5,548,948	49.80%
Century Cellunet of Pine Bluff, Inc.	\$872,290	\$904,585	96.43%
Century Telecommunications, Inc.	\$85,136	\$17,784,642	0.48%
Cherry Communications, Inc.	\$41,261	\$4,659,592	0.89%
Coast International, Inc.	\$33,851	\$7,528,150	0.45%

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Telecommunications Industry Summary

Interexchange Carriers, Operator Services, Private Pay Telephone, Wireless, and Competitive Access Providers Arkansas Revenues; System Revenues Year Ended December 31, 1995

COMPANY	ARKANSAS REVENUES	SYSTEM REVENUES	RATIO(%) ARKANSAS REVENUE/ SYSTEM REVENUES
Coastal Telecom Limited Company	\$115,259	\$640,327	18.00%
Colorado River Communications Corp.	\$2,340	\$9,277,958	0.03%
Commonwealth Long Distance Company	\$153	\$40,379,817	0.00%
Communi-Group, Inc.	\$2,179,988	\$2,179,988	100.00%
Communications Cable-Laying Co., Inc. ⁴	\$182,116	\$6,117,977	2.98%
Communications Central of Georgia, Inc.	\$0	\$81,422,000	0.00%
Communigroup of K.C., Inc.	\$562,145	\$33,616,524	1.67%
Conetco Corporation	\$1,043	\$31,538,831	0.00%
Connect America Communications, Inc.	\$9,649	\$3,158,680	0.31%
ConQuest Operator Services Corporation	\$184,665	\$29,402,611	0.63%
Corporate Telemanagement Group, Inc.	\$16,122	\$59,839,916	0.03%
Davel Communications Group, Inc.	\$8,283	\$18,397,382	0.05%
Deltacom, Inc.	\$7,507	\$49,343,070	0.02%
Dial & Save of Arkansas, Inc.	\$1,920,297	\$3,580,028	53.64%
Digital Network Services, Inc.	\$0	\$0	0.00%
Enterprise Telecom Services, Inc.	\$0	\$0	0.00%
Equal Net Communications, Inc.	\$154,867	\$86,179,110	0.18%
Excel Telecommunications, Inc.	\$1,605,497	\$363,301,474	0.44%
Executone Information Systems, Inc.	\$40	\$296,393,000	0.00%

⁴Includes revenues from Hedges & Associates, Inc.

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Telecommunications Industry Summary

Interexchange Carriers, Operator Services, Private Pay Telephone, Wireless, and Competitive Access Providers Arkansas Revenues; System Revenues Year Ended December 31, 1995

COMPANY	ARKANSAS REVENUES	SYSTEM REVENUES	RATIO(%) ARKANSAS REVENUE/ SYSTEM REVENUES
Frank Robbins (Public-Tel)	\$0	\$0	0.00%
Florida Network USA, Inc.	\$0	\$149,228	0.00%
Frontier Communications International, Inc.	\$9,338	\$284,528,905	0.00%
Furst Group, Inc.	\$318,154	\$109,314,297	0.29%
Gary Crook	\$696	\$696	100.00%
Gateway Technologies, Inc.	\$470,082	\$10,212,287	4.60%
GE Capital Exchange	\$377,137	\$120,247,323	0.31%
Global Tel-Link Corporation	\$573,999	\$22,636,000	2.54%
Great Lakes Telecommunications Corp.	\$33,061	\$450,000	7.35%
GTE Telecommunications Services	\$0	\$124,793,078	0.00%
GTE Card Services, Inc.	\$1,629	\$3,852,367	0.04%
GTI	\$0	\$0	0.00%
Heartline Communications, Inc.	\$77	\$20,427,374	0.00%
Hertz Technologies, Inc.	\$32,791	\$28,216,415	0.12%
Home Owners Long Distance, Inc. - Intelcom	\$0	\$0	0.00%
Home Owners Long Distance, Inc.	\$30,923	\$20,116,289	0.15%
Hospitality Communications Corporation	\$3,508	\$8,269,183	0.04%
IdealDial Corporation	\$0	\$0	0.00%
IDT America Corporation	\$0	\$0	0.00%
Inacom Communications	\$9,700	\$2,854,100	0.34%
Inmate Communications Corporation	\$13,011	\$3,164,699	0.41%

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Telecommunications Industry Summary

Interexchange Carriers, Operator Services, Private Pay Telephone, Wireless, and Competitive Access Providers Arkansas Revenues; System Revenues Year Ended December 31, 1995

COMPANY	ARKANSAS REVENUES	SYSTEM REVENUES	RATIO(%) ARKANSAS REVENUE/ SYSTEM REVENUES
Integrated Teletechnologies, Inc.	\$100	\$750,000	0.01%
Intellicom Solutions, Inc.	\$0	\$2,066,833	0.00%
Invision Telecom, Inc.	\$10,658	\$81,422,239	0.01%
JD Services, Inc.	\$2,493	\$5,010,572	0.05%
James E. Bennett	\$0	\$0	0.00%
Key Communications Management, Inc.	\$0	\$1,252,513	0.00%
LCI International Telecommunications Corp.	\$103,029	\$672,852,000	0.02%
LDCC, Inc.	\$40,461	\$2,883,517	1.40%
LDC Telecommunications, Inc.	\$4	\$1,058,752	0.00%
LDD, Inc.	\$274	\$7,898,780	0.00%
L.D. Services, Inc.	\$0	\$30,695,746	0.00%
Least Cost Routing, Inc.	\$0	\$194,000	0.00%
Lecnet, Inc.	\$0	\$1,551	0.00%
Little Rock Cellular Corporation	\$0	\$0	0.00%
Little Rock Cellular Partnership	\$10,886,400	\$11,265,600	96.63%
Long Distance Network Operator Services	\$3	\$7,657,265	0.00%
Long Distance Network, Inc.	\$0	\$0	0.00%
Long Distance Savers, Inc.	\$701,910	\$17,934,304	3.91%
Long Distance Wholesale Club	\$25	\$85,447,936	0.00%
Lubbock Radio Paging Service, Inc.	\$0	\$5,103,230	0.00%
Mannacom Telecommunications, Inc.	\$5,975	\$22,803	26.20%

Section 7.

Telecommunications Industry Summary

Interexchange Carriers, Operator Services, Private Pay Telephone, Wireless, and Competitive Access Providers Arkansas Revenues; System Revenues Year Ended December 31, 1995

COMPANY	ARKANSAS REVENUES	SYSTEM REVENUES	RATIO(%) ARKANSAS REVENUE/ SYSTEM REVENUES
Matrix Telecom	\$66,238	\$80,017,206	0.08%
MCI Telecommunications Corporation	\$23,801,348	\$70,271,607	33.87%
Memphis Cellular Telephone Company	\$0	\$822,952	0.00%
Memphis SMSA Limited Ptnshp.	\$430,566	\$81,033,567	0.53%
MFS Intelenet of AR, Inc.	\$1,604	\$12,401	12.93%
Mid-Com Communications, Inc.	\$188,528	\$180,038,314	0.10%
Midwest Fibernet, Inc.	\$0	\$44,254,392	0.00%
Motorola Cellular Service, Inc.	\$0	\$86,854,000	0.00%
MTC Telemanagement Corporation	\$30,379	\$20,966,176	0.14%
National Accounts, Inc.	\$46,534	\$196,735	23.65%
NeTel, Inc.	\$663	\$530,313	0.13%
Network Plus, Inc.	\$31,598	\$199,568	15.83%
North American Communications of AR	\$0	\$0	0.00%
Network Long Distance, Inc.	\$33,182	\$28,737,372	0.12%
Network Operator Service, Inc.	\$2,237	\$16,299,148	0.01%
Network Services Group, Inc.	\$398,178	\$2,433,445	16.36%
Network Services, Inc.	\$215	\$196,288	0.11%
Norstad Network Services, Inc.	\$7,885	\$4,463,204	0.18%
Northern Arkansas Cellular, Inc.	\$8,109,000	\$8,385,000	96.71%
North American Intelcom, Inc.	\$0	\$42,464,555	0.00%
NOS Communications, Inc.	\$155	\$39,695,459	0.00%

Section 7.

Telecommunications Industry Summary

Interexchange Carriers, Operator Services, Private Pay Telephone, Wireless, and Competitive Access Providers Arkansas Revenues; System Revenues Year Ended December 31, 1995

COMPANY	ARKANSAS REVENUES	SYSTEM REVENUES	RATIO(%) ARKANSAS REVENUE/ SYSTEM REVENUES
Nosva, Limited Ptnshp.	\$53	\$7,006,128	0.00%
One Call Communications, Inc.	\$56,038	\$95,289,758	0.06%
111 Center Street Limited Ptnshp.	\$3,058	\$49,562	6.17%
One to One Communications, Inc.	\$0	\$6,852,947	0.00%
Operator Service Company	\$18,603	\$14,965,661	0.12%
Pantel Communications, Inc.	\$1,270	\$4,149,826	0.03%
Pay Telephone American, Inc.	\$8,961	\$2,278,531	0.39%
Paytel Corporation	\$250	\$491	50.92%
Pennsylvania Alternative Communications, Inc.	\$1,364	\$15,130,141	0.01%
Petracom Corporation	\$0	\$517,344	0.00%
Phoenix Network, Inc.	\$8,794	\$32,155	27.35%
Pine Bluff Cellular, Inc.	\$1,581,400	\$1,628,100	97.13%
Polar Communications Corporation	\$0	\$12,313,569	0.00%
Premier Billing Systems	\$0	\$0	0.00%
Professional Communications Management	\$1,878	\$10,006,901	0.02%
PSP Marketing Group, Inc.	\$23,974	\$2,358,033	1.02%
Qwest Communications Corporation	\$54,826	\$74,009,541	0.07%
Quest Telecommunications, Inc.	\$1,198	\$2,071	57.85%
QCC, Inc.	\$39,257	\$10,708,250	0.37%
SmarTalk TeleServices, Inc.	\$0	\$4,139,479	0.00%
SNET America, Inc.	\$213	\$41,280,172	0.00%

Section 7.

Telecommunications Industry Summary

Interexchange Carriers, Operator Services, Private Pay Telephone, Wireless, and Competitive Access Providers Arkansas Revenues; System Revenues Year Ended December 31, 1995

COMPANY	ARKANSAS REVENUES	SYSTEM REVENUES	RATIO(%) ARKANSAS REVENUE/ SYSTEM REVENUES
Snider Communications Corporation	\$594	\$594	100.00%
Southwest Long Distance	\$67,264	\$1,582,687	4.25%
Sprint Communications Company, LP	\$5,531,157	\$6,593,976,000	0.08%
SVV Sales, Inc.	\$0	\$12,422,022	0.00%
Talcom, Inc.	\$0	\$0	0.00%
Target Telecom, Inc.	\$42,150	\$58,626,179	0.07%
Telecam Telecommunications Co. Americas	\$339,904	\$11,569,352	2.94%
TCA Long Distance	\$0	\$3,116,054	0.00%
Telecare	\$19,699	\$6,002,307	0.33%
Telecommunications Service Center, Inc.	\$0	\$2,795,858	0.00%
Teledub Communications	\$240	\$702	34.19%
T-Netix, Inc. ⁵	\$0	\$3,463,906	0.00%
Teletrust Communications Services, Inc.	\$1,563	\$24,900,000	0.01%
Total National Telecommunications, Inc.	\$0	\$36,852,960	0.00%
TotalTel, USA Communications, Inc.	\$304	\$48,575,675	0.00%
T.W.R. Cellular	\$7,848,400	\$8,278,300	94.81%
Tele-Save, Inc.	\$234,838	\$180,102,000	0.13%
Teledubit, LP	\$751	\$1,362,792	0.06%
Telegroup, Inc.	\$12,488	\$133,300,000	0.01%

⁵Includes revenues from Telematic Corporation.

Section 7.

Telecommunications Industry Summary

Interexchange Carriers, Operator Services, Private Pay Telephone, Wireless, and Competitive Access Providers Arkansas Revenues; System Revenues Year Ended December 31, 1995

COMPANY	ARKANSAS REVENUES	SYSTEM REVENUES	RATIO(%) ARKANSAS REVENUE/ SYSTEM REVENUES
Telenational Communications Corporation	\$1,943	\$19,667,307	0.01%
Texarkana Cellular Ptnshp.	\$1,125,792	\$3,296,700	34.15%
Touch 1 Long Distance, Inc.	\$676,143	\$1,342,693	50.36%
Touch 1 Communications, Inc.	\$0	\$16,917,121	0.00%
Touchtone Network, Inc.	\$3,825	\$1,275,000	0.30%
TransNational Communication, Inc.	\$72,396	\$63,742,495	0.11%
Tri-County Long Distance, Inc.	\$9,359	\$44,568	21.00%
TW Communicators	\$17,083	\$6,652,233	0.26%
U S Communications, Inc.	\$0	\$0	0.00%
U S Wats, Inc.	\$4,615	\$19,670,592	0.02%
U S Long Distance, Inc.	\$115,477	\$155,166,189	0.07%
U S Digital Network Limited Ptnshp.	\$13,740	\$3,404,783	0.40%
United Wats, Inc.	\$5,302	\$6,501,232	0.08%
Ustel, Inc.	\$43,400	\$16,125,000	0.27%
Unidial, Inc.	\$20,223	\$40,271,140	0.05%
USX Consultants, Inc.	\$14	\$1,378,641	0.00%
Value Tel, Inc.	\$0	\$0	0.00%
Value-Added Communications, Inc.	\$0	\$59,111,595	0.00%
VarTec Telecom, Inc.	\$509,940	\$125,484,254	0.41%
VIP Telephone Network Inc.	\$8,666	\$4,757,320	0.18%
Voyager Network, Inc.	\$29	\$3,771,242	0.00%

Section 7.

Telecommunications Industry Summary

Interexchange Carriers, Operator Services, Private Pay Telephone, Wireless, and Competitive Access Providers Arkansas Revenues; System Revenues Year Ended December 31, 1995

COMPANY	ARKANSAS REVENUES	SYSTEM REVENUES	RATIO(%) ARKANSAS REVENUE/ SYSTEM REVENUES
Walnut Hill Cellular Telephone Company	\$1,125,153	\$1,125,153	100.00%
WATS/800, Inc.	\$0	\$0	0.00%
West Coast Telecommunications, Inc.	\$1,829	\$18,728,730	0.01%
Westel, Inc.	\$16,018	\$23,393,108	0.07%
Western Union Communications, Inc.	\$26,912	\$10,576,823	0.25%
Westinghouse Communications	\$10,707	\$131,400,000	0.01%
William Cato	\$0	\$0	0.00%
Worldcom Network Services (Wiltel)	\$1,688,601	\$5,375,366	31.41%
Winstar	\$20,828	\$13,495,558	0.15%
Working Assets Funding Service, Inc.	\$28,658	\$152,060	18.85%
Worldcom, Inc.	\$20,602,247	\$40,429,753	50.96%
World Wide Communications, Inc.	\$206	\$2,407,042	0.01%
World Tel Services, Inc.	<u>\$417</u>	<u>\$3,755</u>	<u>11.11%</u>
TOTALS	\$279,111,106	\$53,567,345,586	0.52%

Section 8.

Water & Sewer Industry Summary

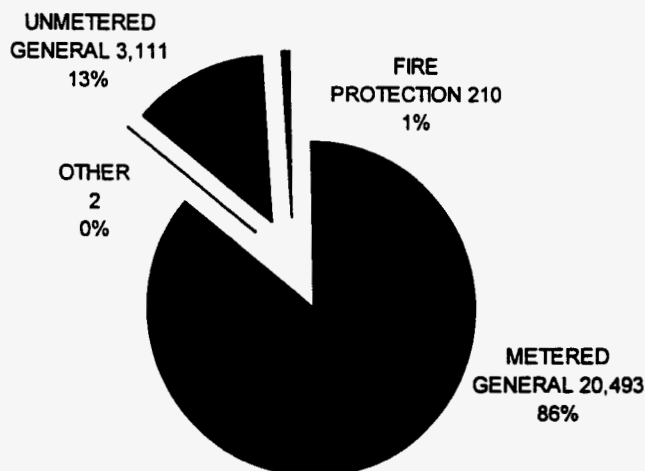
A. Highlights of 1996

■ In 1996, the State's largest local water distribution company filed a request to change its cost of pumping adjustment. In filed written testimony, Staff recommended that the change be approved. The Commission approved the requested change.

B. Water Customers and Sales Revenues By Class

■ The graphs below show: 1) the percentage of water and sewer customers by class (metered general, unmetered general, fire protection and other); and, 2) the corresponding percentage of sales revenue by customer class. As can be seen in comparing the two graphs, metered general customers account for 86% of all customers and sales to those customers represent 90% of all sales revenue.

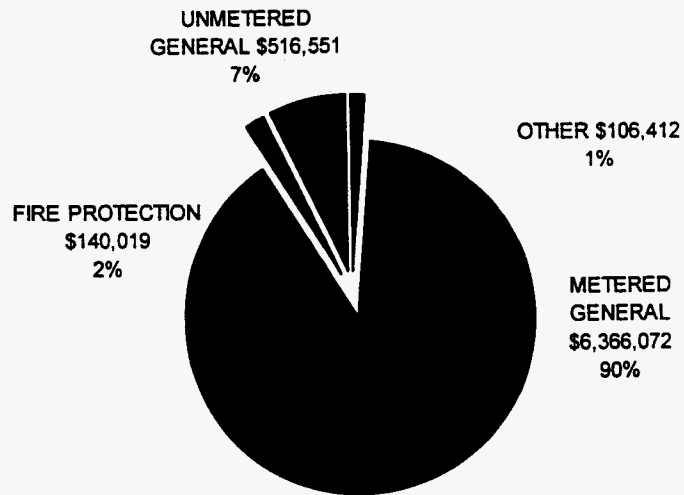
**NUMBER OF WATER & SEWER CUSTOMERS
by Class for 1995**



Section 8.

Water & Sewer Industry Summary

WATER & SEWER REVENUES
by Class for 1995



Section 8.

Water & Sewer Industry Summary

C. Statistical Summaries for Water & Sewer

Water & Sewer Companies - Arkansas Only Plant Investment; Operating Revenues Year Ended December 31, 1995

COMPANY	PLANT INVESTMENT	OPERATING REVENUES	RATIO (%) OPERATING REVENUE /INVEST.
Central Ark. Sewer System, Inc.	\$2,265,147	\$362,935	16.02%
United Water Arkansas	\$25,133,041	\$6,308,812	25.10%
Riviera Utilities of Ark., Inc.	\$2,372,319	\$327,539	13.81%
Shumaker Pub. Service Corp.	\$837,292	\$328,478	39.23%
TOTALS	\$30,607,799	\$7,327,764	23.94%

Section 8.

Water & Sewer Industry Summary

Water & Sewer Companies - Arkansas Only Customers; Revenues; Other Statistics Year Ended December 31, 1995

	<u>NO. OF CUSTOMERS</u>	<u>REVENUES</u>	<u>AVERAGE REVENUE/PER CUSTOMER</u>
CENTRAL ARKANSAS SEWER SYSTEM, INC.			
Metered General	0	\$0	\$0
Unmetered General	1,311	\$362,335	\$276
Fire Protection	0	\$0	\$0
Other Customers	0	\$0	\$0
Totals without			
Other Revenues	1,311	\$362,335	\$276
Other Revenues	N/A	\$600	N/A
TOTALS	1,311	\$362,935	N/A
RIVIERA UTILITIES OF ARKANSAS, INC.			
Metered General	400	\$162,144	\$405
Unmetered General	1,800	\$154,216	\$86
Fire Protection	0	\$0	\$0
Other Customers	0	\$0	\$0
Totals without			
Other Revenues	2,200	\$316,360	\$144
Other Revenues	N/A	\$11,179	N/A
TOTALS	2,200	\$327,539	N/A
SHUMAKER PUBLIC SERVICE CORPORATION			
Metered General	518	\$149,812	\$289
Unmetered General	0	\$0	\$0
Fire Protection	58	\$66,901	\$1,153
Other Customers	2	\$106,412	\$53,206
Totals without			
Other Revenues	578	\$323,125	\$559
Other Revenues	N/A	\$5,353	N/A
TOTALS	578	\$328,478	N/A

Section 8.

Water & Sewer Industry Summary

Water & Sewer Companies - Arkansas Only Customers; Revenues; Other Statistics Year Ended December 31, 1995

	NO. OF CUSTOMERS	REVENUES	AVERAGE REVENUE/PER CUSTOMER
UNITED WATER ARKANSAS			
Metered General	19,575	\$6,054,116	\$309
Unmetered General	0	\$0	\$0
Fire Protection	152	\$73,118	\$481
Other Customers	0	\$0	\$0
Totals without			
Other Revenues	19,727	\$6,127,234	\$311
Other Revenues	N/A	\$181,578	N/A
TOTALS	19,727	\$6,308,812	N/A
Totals without	23,816	\$7,129,054	\$299
Other Revenues			
TOTALS	23,816	\$7,327,764	N/A

Section 9. Federal Agency Activity

The APSC's activity before federal regulatory agencies was marked by continued involvement in proceedings in which costs were being allocated to Arkansas ratepayers. Many of the issues addressed by the APSC were a result of the continuing transition from regulated market environments to competitive markets and from implementation of the Telecommunications Act of 1996. A summary of the more significant proceedings follows:

Federal Energy Regulatory Commission (FERC)

RP96-200-000 NorAm Gas Transmission Company (NGT)

On April 1, 1996, NGT filed tariffs which would allow NGT and its shippers the ability to negotiate rates as provided for in the Federal Energy Regulatory Commission's (FERC) Policy Statement issued on January 31, 1996. On April 12, 1996, the APSC intervened and protested issues related to NGT's arguments on its right to use a discount adjustment in a future rate case. In the orders of April 25, June 26, and October 2, 1996, the FERC imposed certain conditions on NGT's tariffs filed to implement negotiated rates. In the October 2 order, the FERC granted in part and denied in part requests for rehearing, stating that it would not permit NGT to make a discount adjustment in its next rate case to ensure that negotiated rate costs are not shifted to NGT's recourse customers (shippers not receiving a negotiated rate). On November 1, 1996, NGT requested rehearing of the FERC's October 2, 1996 order. On November 22, 1996, NGT petitioned the Federal Court of Appeals to review the FERC's April 25 and October 2, 1996, orders. NGT's petition for federal court review is pending, and, on a monthly basis, NGT continues to file tariffs for its negotiated rate transactions.

RP96-329-000 NorAm Gas Transmission Company

In August 1996, the APSC intervened and protested NGT's filing to recover \$4.3 million in Gas Supply Realignment costs (GSR). Arkansas' portion of the GSR costs amounted to approximately \$1.2 million. The APSC recommended that the FERC reject the filing because NGT failed to demonstrate that its GSR costs are both eligible for recovery pursuant to Order 636 and that the GSR costs were prudently incurred. On August 30, 1996, the FERC issued an order accepting and suspending NGT's filing and found that the costs in NGT's GSR filing may not meet certain eligibility standards and are subject to the federal court's remand of GSR-related issues in Order 636. On January 17, 1997, NGT filed notice of its partial withdrawal of its application in this proceeding as it

Section 9. Federal Agency Activity

relates to or affects the APSC and other Arkansas customers. NGT stated that the interests of Arkansas customers have been rendered moot as a result of: 1) a settlement approved by the APSC; and, 2) NGT's offer of a refund to all Arkansas customers of GSR costs which have been collected under this proceeding, with interest calculated to the date of such refund. On January 22, 1997, the APSC filed an answer stating that it had no objection to NGT's notice of withdrawal filed in this docket.

Docket No. ER95-1042-000 SERI Rate Case

On May 12, 1995, Entergy filed a request for an increase of \$65.5 million in annual charges from SERI, the owner of the Grand Gulf nuclear plant, to the Entergy Operating Companies, including Arkansas Power & Light Company. The APSC opposed SERI's proposed rate of return, SERI's proposed power charge formula (PCF), and certain changes to SERI's decommissioning cost recovery. On July 11, 1996, the FERC Administrative Law Judge (ALJ) issued a decision reducing SERI's return on equity, rejecting the PCF, and approving changes to certain SERI rate schedules. The ALJ's decision is currently pending on review before the FERC.

Docket No. EL95-33-000 LPSC v. Entergy

On March 15, 1995, the Louisiana Public Service Commission (LPSC) filed a complaint at the FERC to amend the Entergy System Agreement. The LPSC filed an amended complaint on July 2, 1996. The LPSC sought to exclude curtailable load from the calculation of load responsibility, and to change cost allocation to the 4 CP method. The APSC filed a Protest and Request to Dismiss without Hearing on July 16, 1996. The FERC dismissed the LPSC's complaint on August 5, 1996, but granted rehearing for further consideration on September 30, 1996. The rehearing is pending.

Docket No. EL95-112-000 Entergy Open Access transmission

On October 31, 1994, Entergy filed open access transmission tariffs. This transmission tariff application has been delayed by the need to comply with FERC Order 888, which was issued after this docket was filed. The APSC intervened on November 18, 1994. The ALJ's initial decision on open access rates was issued on May 21, 1996. All issues, which involved differences with the pro forma tariffs promulgated under Order No. 888, have been resolved, except for the rates, which will be set in Docket No. OA96-158.

Section 9. Federal Agency Activity

Docket No. OA96-158-000 Entergy Open Access Transmission Rate Schedule

This docket concerns a FERC Order No. 888 compliance tariff filing. The APSC intervened on August 2, 1996. FERC jurisdictional transmission tariff rates will be set in this docket with terms and conditions established in conformance with Order No. 888.

Securities and Exchange Commission (SEC)

SEC File No. 70-8809 CSW Safe Harbor (CSW)

CSW filed an application for approval to exceed the SEC's safe-harbor provisions for investment in foreign utility companies and foreign exempt wholesale generators. The APSC filed an Intervention, Request for Dismissal and Request for Hearing on May 6, 1996. The APSC and CSW reached an agreement on appropriate protections for Arkansas ratepayers, and the APSC withdrew its opposition to the application. The application is pending before the SEC.

SEC File No. 70-8861 Entergy Nuclear, Inc.

Entergy filed an application for approval to form a separate nuclear subsidiary and offer services/expertise to other utilities with nuclear generation capacity. The APSC filed an Intervention, Protest, and Request for Hearing on July 29, 1996. The APSC filed a Supplemental Protest and Request for Hearing on August 27, 1996. A pending contract with the New York Power Authority was canceled. A contract to run the Maine Yankee power plant was announced January 7, 1997. The docket is pending before the SEC.

Southwest Power Pool

The Southwest Power Pool (SPP) is one of 10 regional electric reliability associations of the National Electric Reliability Council. All investor owned and cooperative electric utilities in Arkansas hold membership in the SPP. All of Louisiana, Oklahoma, Kansas, and parts of Mississippi, Texas and Missouri are also in the SPP. Member utilities in each region back up each other to reduce the number and extent of electric outages. In response to increasing competition in the generation of electricity, the SPP has authorized a task force to study pricing of transmission services on a regional basis and to develop a regional transmission tariff. The APSC is a participant in these efforts.

Section 9. Federal Agency Activity

Federal Communications Commission (FCC)

CC Docket No. 96-45

Establishment of a Federal Universal Service Fund

In March 1996, the FCC issued a *Notice of Proposed Rulemaking* to: 1) define the services that will be supported by federal universal service support mechanisms; 2) define those support mechanisms; and, 3) recommend any other changes necessary to implement the universal service directives of the Telecommunications Act of 1996. The *Notice* also ordered that a Federal-State Joint Board be convened to address these issues and prepare a recommended decision. A staff member of the APSC was appointed to this Joint Board.

On November 8, 1996, the Joint Board issued its recommendations. After reviewing the Joint Board's recommendations and the subsequent comments by interested parties, the FCC must issue an order not later than May 8, 1997, establishing a new federal universal service fund.

CC Docket No. 96-98

Interconnection Policies and Pricing

Pursuant to the directive of the Telecommunications Act of 1996 (1996 Act), in April 1996 the FCC issued a *Notice of Proposed Rulemaking* to adopt rules to implement the local competition provisions of Section 251 and 252 of the 1996 Act. On August 8, 1996, the FCC released its *First Report and Order* adopting initial rules to open the local exchange access markets to competition. Following the issuance of the *Order*, several parties, including local exchange carriers and state regulatory authorities, sought reconsideration of the adopted rules. After reconsideration was denied, numerous parties challenged the new rules in federal district court, arguing that, in enacting rules for interconnection, the FCC had overstepped the authority given it by the 1996 Act. The 8th Circuit Court of Appeals granted a temporary stay of the implementation of the rules. Oral arguments were heard by the Court on January 17, 1997. A decision is pending.

CC Docket No. 96-128

Implementation of §276 (Regulation of Payphones)

In May 1996, the FCC issued a *Notice of Proposed Rulemaking* prescribing regulations that: 1) established a plan to ensure fair compensation for each payphone call; (2) discontinued access charge payphone service elements and payments and subsidies from basic exchange services; 3) prescribed nonstructural safeguards for Bell Operating Company (BOC) payphones; 4) permitted the BOCs to negotiate with payphone location providers on the interLATA carrier presubscribed to their payphones; 5) permitted all

Section 9. Federal Agency Activity

payphone service providers to negotiate with location providers on the intraLATA carrier presubscribed to their payphones; and, 6) adopted guidelines for use by the states in establishing public interest payphones to be located where there would otherwise not be a payphone.

On September 20, 1996, the FCC issued its *Report and Order* adopting extensive rules for payphone regulation. In response to the adopted rules, several parties filed petitions requesting reconsideration or clarification of the rules. In response, on November 8, 1996, the FCC issued an *Order on Reconsideration*, granting requests for reconsideration on two issues: 1) the requirements for LEC tariffing of payphones services and unbundled network functionalities; and, 2) the requirements for LECs to remove unregulated payphone costs from the carrier common line charge and to reflect the application of multiline subscriber line charges to payphone lines. The *Order on Reconsideration* made a number of other clarifications to the initial rules.

CC Docket No. 96-262 Access Charge Reform

On December 24, 1996, the FCC released a *Notice of Proposed Rulemaking, Third Report and Order*, and *Notice of Inquiry* seeking to reform the current system of interstate access charges to make it compatible with the competition paradigm established by the Telecommunications Act of 1996 and with state actions to open local networks to competition. The *Order* initiates a comprehensive review of its interstate access charge regime.

Federal Dockets on Appeal

DCC Case No. 95-1321 Indiana Michigan Power Co. v. DOE

On June 17, 1994, the APSC, together with numerous other states and state commissions, filed a Petition for Review from the Department of Energy's (DOE) decision that DOE did not have an obligation to begin accepting spent nuclear fuel (SNF) by January 31, 1998, pursuant to the Nuclear Waste Policy Act of 1982, as amended. On July 23, 1996, the U.S. Court of Appeals for the District of Columbia Circuit issued a decision finding that DOE has a statutory obligation to accept SNF. 88 F.3d 1727 (D.C. Cir. 1996). The case was remanded to the DOE for further proceedings.

Section 10.

Commission Review of Utility Operations

A. Informal Customer Inquiries and Complaints

During 1996, 55,265 Arkansas customers contacted the Commission's Consumer Services Office regarding utility issues. Of those 55,265 contacts, 2,029 were classified as complaints. The other 53,240 contacts fall into several general categories:

- * calls requesting information or referrals - (13%);
- * calls referred to utility companies because the customer had not tried to resolve the complaint before contacting the PSC - (66%);
- * calls from customers and utilities concerning potential, open and closed complaints - (3%);
- * administrative/other calls - (14%); and,
- * lost calls - calls which are terminated by the calling party - (4%).

Although complaints represent only 4% of all contacts through Consumer Services, they require significant amounts of time and resources. Complaints involve numerous contacts with utility personnel and Staff members as well as extensive research to ensure compliance with Commission rules and approved tariffs. Many also require additional technical analysis, field investigation, and written reports.

Staff members resolved many issues through individual complaints during 1996 which ultimately affected large numbers of Arkansas customers. Some examples of those issues are:

- * refusal to enter delayed payment agreements;
- * installation delays;
- * closing of utility business offices;
- * poor service quality;
- * changes in the Commission's *General Service Rules* and special rules for each utility industry; and,
- * unauthorized switches of long distance carriers.

Billing complaints continue to make up the greatest portion of complaints for each industry. In 1996, complaints regarding obtaining service increased for gas and electric utilities, remained constant for telephone utilities, and decreased for water utilities. Complaints concerning service quality remained constant for gas and electric utilities and increased for telephone and water utilities.

Section 10.

Commission Review of Utility Operations

MAJOR CATEGORY COMPLAINT SUMMARY BY INDUSTRY YEAR ENDED DECEMBER 31, 1996

WRITTEN COMPLAINTS

TYPE	TELEPHONE	ELECTRIC	GAS	WATER	TOTAL
Billing	88	40	13	0	141
Service Quality	50	20	2	0	72
Service Requests	10	2	3	0	15
SUBTOTALS	148	62	18	0	228

VERBAL COMPLAINTS

TYPE	TELEPHONE	ELECTRIC	GAS	WATER	TOTAL
Billing	366	649	129	4	1,148
Service Quality	166	107	10	2	285
Service Requests	163	167	38	0	368
SUBTOTALS	695	923	177	6	1,801
TOTALS	843	985	195	6	2,029

Complaints are analyzed in a variety of ways. Complaint issues are identified specifically both for utility industry groups and for individual utilities. The following charts and tables use the information to provide analyses which should be useful both to regulated utilities and to their customers.

Section 10.

Commission Review of Utility Operations

The tables on the following pages are a comparison of customer complaints per 1000 customers by company and industry. These tables also show whether the company action that resulted in the complaint was taken in accordance with the Commission's Rules, or was modified to be more favorable to the customer.

Electric Company Name	Arkansas Customers	Complaints To APSC	Company Action			Misc.	Complaints	
			Correct	Incorrect	Modified		Per 1000 Customers	Ratio To Average
Ark. Electric Coop. Corp.	18	0	0	0	0	0	0.00	0.00
Ark. Power & Light Co.	606,798	824	382	129	275	38	1.36	1.53
Ark. Valley Electric Coop. Corp.	37,855	14	4	1	9	0	0.37	0.42
Ashley-Chicot Electric Coop., Inc.	4,463	5	3	0	2	0	1.12	1.26
C & L Electric Coop. Corp.	18,188	10	4	4	2	0	0.55	0.62
Carroll Electric Coop. Corp.	46,285	17	10	1	4	2	0.37	0.42
Clay County Electric Coop. Corp.	11,083	3	2	0	1	0	0.27	0.30
Craighead Electric Coop. Corp.	23,103	6	3	0	3	0	0.26	0.29
Empire District Electric Co.	3,436	0	0	0	0	0	0.00	0.00
Farmers Electric Coop. Corp.	5,065	1	1	0	0	0	0.20	0.22
First Electric Coop. Corp.	57,374	24	13	8	3	0	0.42	0.47
Mississippi County Elec. Coop., Inc.	3,639	0	0	0	0	0	0.00	0.00
North Ark. Electric Coop., Inc.	26,966	4	3	1	0	0	0.15	0.17
Oklahoma Gas and Electric Co.	57,807	27	13	5	9	0	0.47	0.53
Ouachita Electric Coop. Corp.	8,948	1	1	0	0	0	0.11	0.12
Ozarks Electric Coop. Corp.	32,590	11	5	1	5	0	0.34	0.38
Petit Jean Electric Coop. Corp.	15,622	4	2	1	1	0	0.26	0.29
Rich Mountain Elec. Coop., Inc.	6,331	0	0	0	0	0	0.00	0.00
South Central Ark. Elec. Coop., Inc.	8,747	2	2	0	0	0	0.23	0.26
Southwest Ark. Elec. Coop. Corp.	21,485	6	3	0	3	0	0.28	0.31
Southwestern Electric Power Co.	92,476	23	13	4	5	1	0.25	0.28
Woodruff Electric Coop. Corp.	16,520	3	2	0	1	0	0.18	0.20
TOTALS AND AVERAGE	1,104,799	985	466	155	323	41	0.89	1.00

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Commission Review of Utility Operations

Gas Utility Company Name	Arkansas Customers	Complaints To APSC	Company Action			Misc.	Complaints	
			Correct	Incorrect	Modified		Per 1000 Customers	Ratio To Average
Arkla, Division of NorAm Energy	426,856	139	86	10	38	5	0.33	0.99
Ark. Oklahoma Gas Corp.	44,821	15	9	1	4	1	0.33	1.02
Ark. Western Gas Co. (Includes Assoc. Natural Gas Co.)	118,519	40	21	6	11	2	0.34	1.03
NOARK Pipeline System, Ltd. Partnership	N/A	0	0	0	0	0	0.00	0.00
Union Gas Company of Ark.(The)	2,877	1	0	0	1	0	0.35	1.06
TOTALS AND AVERAGE	593,073	195	116	17	54	8	0.33	1.00

Water/Sewer Utility Company Name	Arkansas Customers	Complaints To APSC	Company Action			Misc.	Complaints	
			Correct	Incorrect	Modified		Per 1000 Customers	Ratio To Average
Central Ark Sewer Systems, Inc.	1,311	0	0	0	0	0	0.00	0.00
Riviera Utilities of Ark., Inc.	2,200	0	0	0	0	0	0.00	0.00
Shumaker Public Service Corp.	578	0	0	0	0	0	0.00	0.00
United Water Arkansas	19,727	6	5	0	1	0	0.30	1.21
TOTALS AND AVERAGE	23,816	6	5	0	1	0	0.25	1.00

Section 10.

Commission Review of Utility Operations

Telephone Company Name	Arkansas Access Lines	Complaints To APSC	Company Action Correct	Company Action Incorrect	Company Action Modified	Complaints Per 1000 Misc. Customers	Complaints Ratio To Average
ALLTEL Ark., Inc.	84,808	57	26	16	12	3	1.21
Ark. Telephone Co., Inc.	7,351	4	2	1	1	0	0.98
Central Ark. Telephone Coop.	2,635	4	2	0	2	0	2.73
Century Telephone of Ark.	16,174	34	14	8	12	0	3.78
Century Telephone of Mountain Home	18,707	0	0	0	0	0	0.00
Century Telephone of NW Louisiana	322	0	0	0	0	0	0.00
Century Telephone of Redfield	1,698	0	0	0	0	0	0.00
Century Telephone of South Arkansas	670	0	0	0	0	0	0.00
Cleveland County Telephone Co.	3,089	1	1	0	0	0	0.58
Decatur Telephone Co., Inc.	1,254	0	0	0	0	0	0.00
E. Ritter Telephone Co.	4,226	3	3	0	0	0	1.28
GTE, including GTE Arkansas, Inc., GTE Midwest, Inc., and GTE Southwest, Inc.	192,034	248	86	59	99	4	2.32
Lavaca Telephone Co., Inc.	1,490	1	0	0	1	0	1.21
Madison County Telephone Co.	3,243	1	1	0	0	0	0.55
Magazine Telephone Co., Inc.	894	2	1	0	1	0	4.02
Mountain View Telephone Co.	5,740	4	2	1	1	0	1.25
Northern Ark. Telephone Co.	6,428	10	3	0	6	1	2.80
Ozark Telephone Co. Of Missouri ¹	N/A	0	0	0	0	0	0.00
Prairie Grove Telephone Co.	7,822	0	0	0	0	0	0.00
Rice Belt Telephone Co., Inc.	1,051	0	0	0	0	0	0.00
Scott County Telephone Co., Inc.	114	0	0	0	0	0	0.00
South Ark. Telephone Co., Inc.	3,755	1	0	0	1	0	0.48
Southwest Ark. Telephone Coop.	4,739	0	0	0	0	0	0.00
Southwestern Bell Telephone Co.	872,826	313	192	38	64	19	0.64
Tri-County Telephone Co., Inc.	5,707	3	1	1	1	0	0.94

¹Access lines included with GTE.

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Commission Review of Utility Operations

Telephone Company Name	Arkansas	Company			Complaints			Complaints Ratio To Average
	Access Lines	Complaints To APSC	Action Correct	Action Incorrect	Action Modified	Misc.	Per 1000 Customers	
Walnut Hill Telephone Co.	4,889	5	5	0	0	0	1.02	1.84
Yelcot Telephone Co., Inc.	3,185	4	3	0	1	0	1.26	2.26
Yell County Telephone Co.	4,650	6	5	1	0	0	1.29	2.32
All Long Distance Carriers ²	N/A	142	47	38	42	15	N/A	N/A
TOTALS AND AVERAGE	1,259,501	701	347	125	202	27	0.56	1.00

² Amounts shown for Long Distance Carriers are not included in the totals and average line.

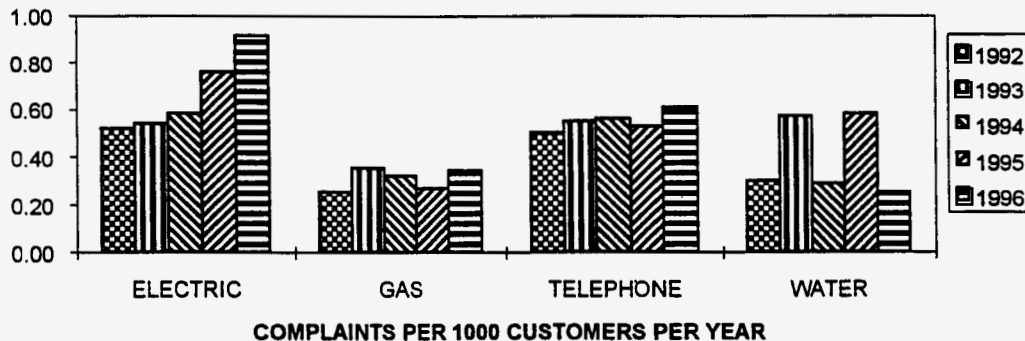
Section 10.

Commission Review of Utility Operations

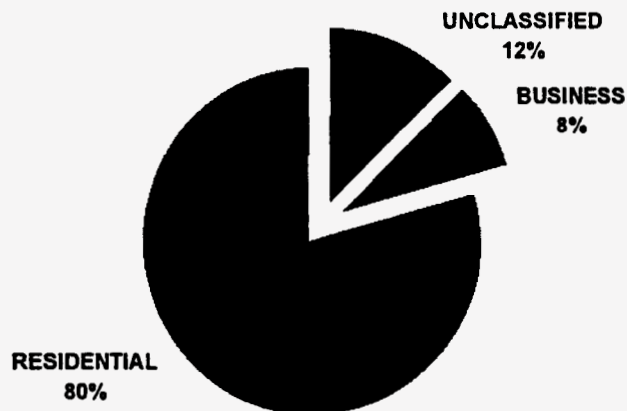
The following pages represent annual trends (bar graphs) and analyses of 1996 consumer complaints processed by the Consumer Services Office of the Arkansas Public Service Commission.

The first chart on this page displays the ratio of consumer complaints per 1000 customers for each industry during the years 1992 through 1996. The second chart shows the 1996 percentages of complaints for each customer class.

TREND OF COMPLAINTS FOR 1992 THRU 1996



1996 COMPLAINTS PER CUSTOMER CLASS

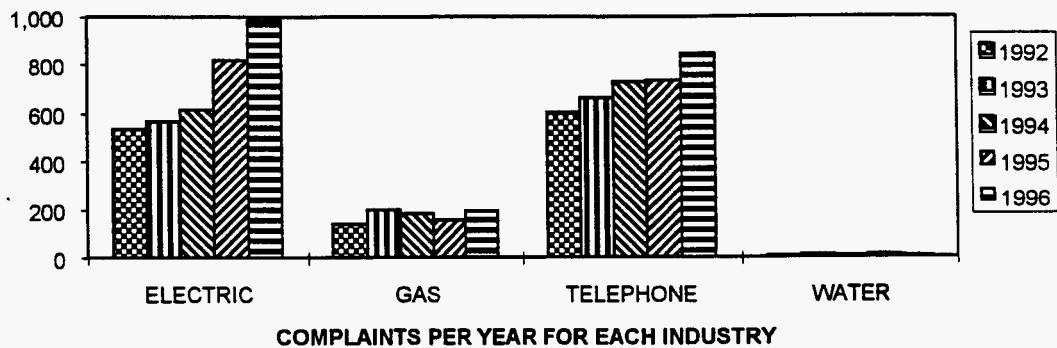


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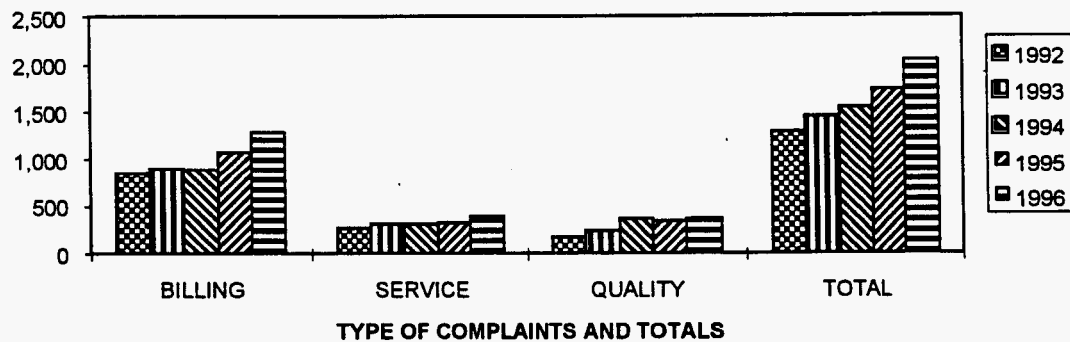
Commission Review of Utility Operations

The first chart on this page shows the trend of total complaints by utility industry for the years 1992 through 1996. The second chart separates the complaint totals by type of complaint (rather than by industry) for 1992-1996. Complaints are categorized as Billing, Quality (of service), and Service (applications).

TREND OF COMPLAINTS BY UTILITY INDUSTRY



TOTAL COMPLAINTS BY COMPLAINT TYPE



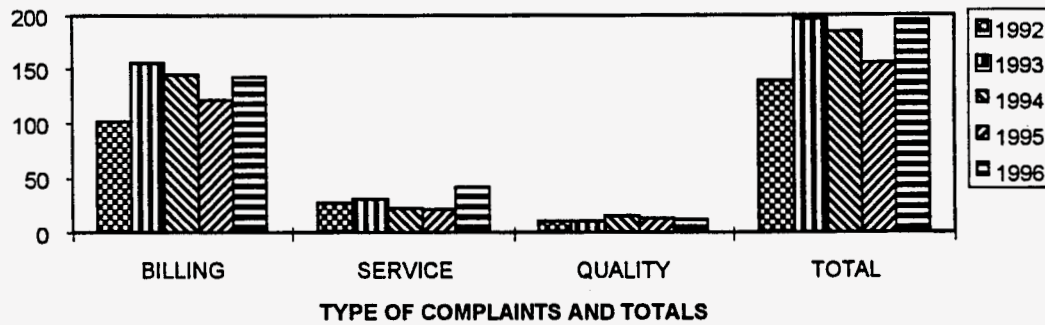
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The charts on the following two pages separate complaint data into the gas, electric, telephone, and water industry groups.

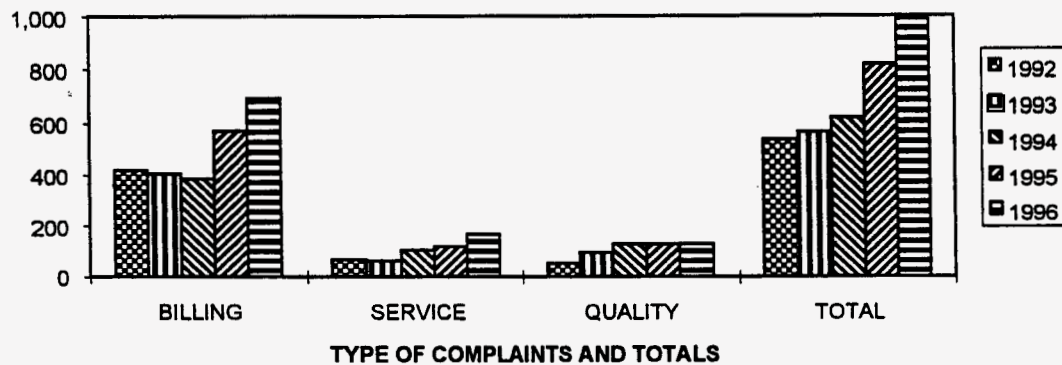
GAS COMPLAINTS

TREND OF CONSUMER COMPLAINTS
BY TYPE FOR GAS INDUSTRY



ELECTRIC COMPLAINTS

TREND OF CONSUMER COMPLAINTS
BY TYPE FOR ELECTRIC INDUSTRY

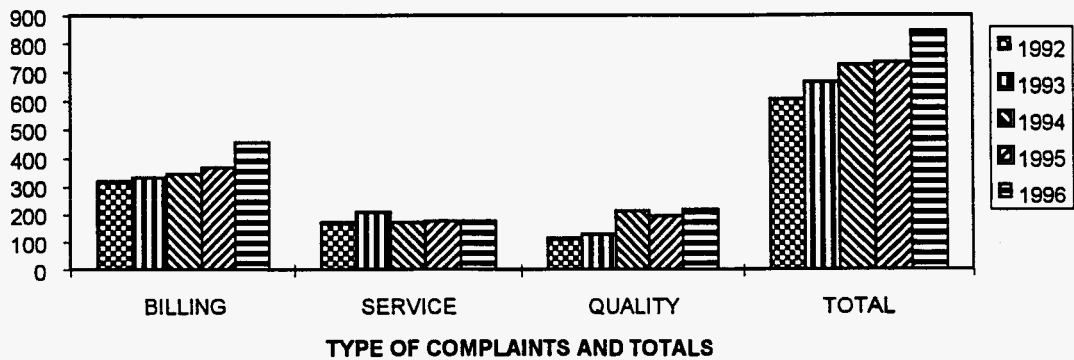


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Commission Review of Utility Operations

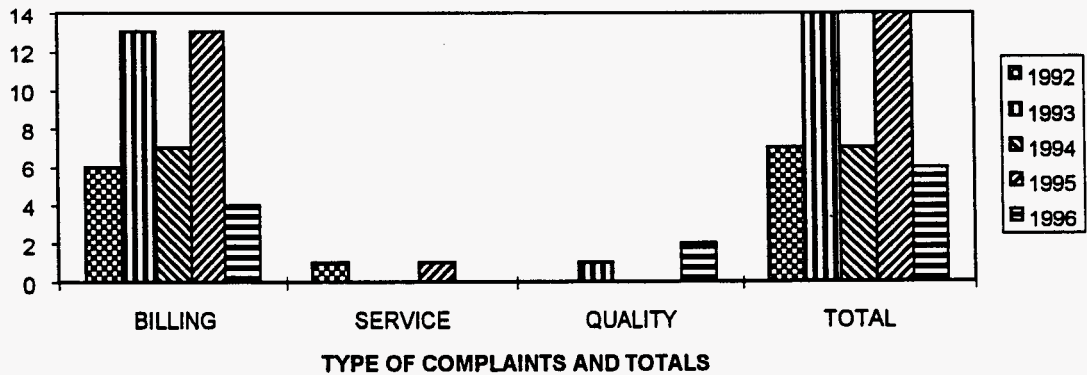
TELEPHONE COMPLAINTS

TREND OF CONSUMER COMPLAINTS
BY TYPE FOR TELEPHONE INDUSTRY



WATER COMPLAINTS

TREND OF CONSUMER COMPLAINTS
BY TYPE FOR WATER INDUSTRY



Section 10.

Commission Review of Utility Operations

B. Consumer Services Review of Compliance With PSC General Service Rules

The Consumer Services Section performs focused inspections to ensure compliance with the Commission's *General Service Rules*. During 1996, investigations were conducted of 32 separate offices of 15 different companies. In all but three cases, corrective action was taken in response to the findings and recommendations.

Consumer Services also conducted fourteen two-day training sessions on the recently revised *General Service Rules* and *Special Rules - Telecommunications*. Approximately 525 utility personnel representing 55 companies attended these sessions. In addition, staff members participated in six dockets during 1996 - two addressed compliance with the General Service Rules and four were tariff dockets.

C. Gas Pipeline Safety Inspections and Investigations

Pipeline Safety staff members inspect numerous intrastate natural gas operators and master metered gas systems for quality control of operating safety, gas leakage, and the control of corrosion. The inspections ensure that gas operators are in compliance with the Arkansas Gas Pipeline Code and the Commission's *Special Rules - Gas*. Accidents related to natural gas are investigated and reports are prepared to ensure compliance with all Commission standards of quality and safety. During 1996, Pipeline Safety staff members performed 77 pipeline safety inspections, 263 inspections of master metered systems and 3 gas-related accident investigations. Corrections of reported deficiencies are monitored until they are completed. In addition to required inspections, staff members provide technical assistance to the Commission by investigating unresolved consumer complaints of inadequate service quality.

D. Compliance Audits

Compliance audits are performed to investigate utility costs subject to automatic adjustment clauses. The purpose of these audits is to ensure that adjustment amounts and their recovery are in compliance with utility tariffs as approved by the Commission. During 1996, the Staff completed 290 desk audits of costs with adjustments totaling \$5,171. In addition, 11 field audits were completed of various adjustment clauses. Staff's field work resulted in adjustments totaling \$21,286. At year end 1996, audits of six utilities were in progress.

Section 10.

Commission Review of Utility Operations

E. Telecommunications Quality of Service Reviews

Quality of service reviews were conducted in 128 exchange areas of 17 local exchange carriers in 1996. Staff members reviewed maintenance programs and conducted service tests and inspections of both central office and outside plant operations, and of transmission quality. The local exchange carriers evaluated were ALLTEL Arkansas, Arkansas Telephone Company, Central Arkansas Telephone Cooperative, Century Telephone of Mountain Home, Century Telephone of Redfield, Cleveland County Telephone Company, Decatur Telephone Company, GTE Arkansas, GTE Midwest, GTE Southwest, Lavaca Telephone Company, Madison County Telephone Company, Mountain View Telephone Company, Rice Belt Telephone Company, South Arkansas Telephone Company, Southwest Arkansas Telephone Cooperative and Yelcot Telephone Company.

Staff measures the quality of service provided against the standards established in the Commission's *General Service Rules* and *Special Rules - Telecommunications*. Standards cover items such as: 1) noise and loss associated with customer lines and network circuits; 2) capacity and operation of switching machines; 3) methods and quality of new construction; 4) responses to requests for service connection; 5) restoration of service; and, 6) general maintenance of facilities. Staff determined that the quality of service provided by the local exchange carriers was generally good or satisfactory. However, Staff did detect cable problems, substandard subscriber service drop and protector installations, electromechanical switch failures, and damaged or missing public pay telephones. Each company submitted corrective action reports to Staff and Staff conducted follow-up reviews as required to ensure that the problems were corrected and that performance was improved.

In addition to the periodic quality of service reviews noted above, Staff conducted a service evaluation of an operator services provider and continued its surveillance of private pay telephone installations. Staff determined that the quality of service being provided was generally good or satisfactory. However, Staff did find installations with incorrect posting.

F. Electric Quality of Service Reviews

Electric Section staff members perform quality of service inspections of the various electric cooperatives and investor-owned utilities throughout the State to ensure compliance with the Commission's *General Service Rules* and the *Special Rules - Electric*. Quality of service is measured against the standards established by the Commission in those rules. The standards cover items such as the acceptable range of secondary voltages provided to customers, the minimization of electrical conductive and inductive effects, and the mapping and maintenance of transmission and distribution facilities including pole identification, right-of-way clearing, and substation record keeping.

Section 10.

Commission Review of Utility Operations

Staff members also examine complaint and outage records, meter testing facilities, and equipment on each quality of service inspection.

In 1996, Staff conducted twelve quality of service inspections and began one special project. The inspections were performed on ten electric cooperatives: Rich Mountain Electric Cooperative, Inc., Woodruff Electric Cooperative Corporation, Ozarks Electric Cooperative Corporation, C & L Electric Cooperative Corporation, Ashley-Chicot Electric Cooperative, Inc., Farmers Electric Cooperative Corporation, Arkansas Valley Electric Cooperative Corporation, Petit Jean Electric Cooperative Corporation, Ouachita Electric Cooperative Corporation, and Craighead Electric Cooperative Corporation. In addition, Staff conducted a special project to evaluate the load control programs and practices of all applicable electric utilities.

Section 11. Other Activities

NATIONAL ASSOCIATION OF REGULATORY UTILITY COMMISSIONERS

The National Association of Regulatory Utility Commissioners (NARUC) is a quasi-governmental nonprofit corporation founded in 1889. NARUC membership is composed of the governmental agencies of the fifty states, the District of Columbia, Puerto Rico, the Virgin Islands, and 10 federal commissions. NARUC's objective is to improve the quality and effectiveness of public regulation of utilities and carriers.

NARUC operates through committees and subcommittees. Those groups advance regulation through study and discussion of the operation and supervision of public utilities and carriers. Through promoting coordinated action by the commissions, the organization serves to protect the public interest.

The Arkansas Public Service Commission was represented during 1996 by the following committee and subcommittee assignments:

Sam I. Bratton, Jr.
Executive Committee
Committee on Communications

Julius Kearney
Committee on Gas
Liaison to Department of Transportation
Pipeline Safety Committee
GRI Advisory Committee
NARUC Representative to the Interstate Oil
and Gas Compact Commission

Patricia S. Qualls
Electricity Committee
Subcommittee on Strategic Issues
Chair, Committee on Utility Association
Oversight

Dave Slaton
Staff Subcommittee on Administrative Law
Judges

Sarah Bradshaw
Staff Subcommittee on Law

Jerrell Clark
Staff Subcommittee on Executive Directors

Sam Loudenslager
Staff Subcommittee on Communications
Staff Committee for Federal/State Joint Board
On Separations
Staff Committee for Federal/State Joint
Board on Universal Service

Bill Dennis
Staff Subcommittee on Accounts

Mary Henthorn
Staff Subcommittee on Computers

David Lewis
Staff Subcommittee on Gas

Richard House
Staff Subcommittee on Strategic Issues

Section 12. Receipts & Disbursements

RECEIPTS

Utility Assessments	\$5,424,897.00
Pipeline Safety Assessments	315,357.00
Other Filing Fees	26,405.00
Miscellaneous Fees	47,184.21
Federal Reimbursements	142,981.33
Refund to Expenditures-Prior Year	7,721.13
Refund to Expenditures-Current Year	<u>6,828.20</u>
 Total Receipts	 <u>\$5,971,373.87</u>
 Less 1.5% Treasury Fees	 <u>(\$88,533.20)</u>
 Net Deposit	 <u>\$5,882,840.67</u>

DISBURSEMENTS

Regular Salaries	\$4,272,829.69
Extra Help	1,278.05
Group Insurance	280,595.00
Retirement	423,079.34
FICA	313,469.85
FICA-Agency Cost of ARCAP	9,013.92
Career Recognition Payments	18,800.00
Postage	23,530.00
Telephone	195.77
Freight	10,096.29
Bank Charges	120.50
Printing by Dept. of Corrections	534.66
Printing by DFA Quick Copy	2,606.19
Advertising & Clipping Service	6,903.02
Film Processing	243.19

Section 12. Receipts & Disbursements

DISBURSEMENTS (Cont'd)

Building Maintenance	2,586.56
Furniture & Equipment Maintenance	7,823.94
Vehicle Maintenance	5,367.45
Rent of Office Space	320,608.00
Rent of Furniture & Equipment	27,722.08
Rent of Data Processing Equipment	58,200.90
Rent Not Classified	8,032.22
Intrastate Meals & Lodging	48,842.66
Intrastate Mileage	190.92
Intrastate Other Travel	217.68
Interstate Meals & Lodging	46,660.05
Interstate Mileage	3,651.01
Interstate Common Carrier	38,064.10
Interstate Other Travel	1,126.92
Administrative Fees & Services	278,543.16
Reimbursable Expenses	14,826.91
Court Reporters	14,765.14
Vehicle Insurance	6,722.00
Building & Contents Insurance	1,751.00
Lease of Terminals	4,189.25
Centrex	85,306.81
Association Dues	22,650.00
Marketing & Redistribution Fees	71.00
Educational Fees	27,823.52
State Agency Contract Services	462.00
Vehicle Licenses	371.75
Credit Card Purchases-State Vehicle	6,047.93
Stationary & Office Supplies	48,845.56
Photo Supplies	358.08
Clothing & Other Materials	329.01
Subscriptions & Publications	50,255.05
Microfiche	17,181.14
Food, Catering	2,429.21
Kitchen/Janitorial Supplies	681.49

Section 12. Receipts & Disbursements

DISBURSEMENTS (Cont'd.)

Data Processing Supplies	1,888.63
Purchase of Data Processing Software	12,518.02
Sales & Use Tax	4,866.51
Workers Compensation Premium Tax	5,134.37
Workers Compensation Contributions	<u>9,195.54</u>
Total Disbursements	<u>\$6,549,603.04</u>

CAPITAL EXPENDITURES

State Vehicles	\$16,526.00
Office Machines	13,753.26
Office Furniture	11,735.45
Data Processing Equipment	69,295.50
Photographic Equipment	256.22
Specialized Research Equipment	<u>886.48</u>
Total Capital Expenditures	<u>\$112,452.91</u>
Total Disbursements Including Capital Expenditures	<u>\$6,662,055.95</u>

SUMMARY

Fund Balance as of January 1, 1996	\$6,540,358.95
Net Deposit	\$5,882,840.67
Total Disbursements	<u>\$6,662,055.95</u>
Balance	<u>\$5,761,143.67</u>

THE ARKANSAS PUBLIC SERVICE COMMISSION DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, NATIONAL ORIGIN, SEX, RELIGION, AGE OR DISABILITY IN EMPLOYMENT OR IN THE PROVISION OF SERVICES.